DDD

External Vendor

Create New Vendor Account

August 1, 2006

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Introduction

Data Acquisition Introduction (QVADS)

Services

Authorizations appear in the Vendor's "Acknowledge Authorizations" queue once a specific approved service has been linked to a specific Vendor.

This "link" is the direct one-to-one relationship in the QVADS vendor table. In order for a Support Coordinator to choose or link a service to a Vendor the Vendor must be contracted to provide the specific service the Support Coordinator is searching for (see table 1).

Arizona Dependent Life	Attendant Care	YES	03/18/05
Arizona Dependent Life	Housekeeping - chore/homemaker	YES	03/18/05

(QVADS Vendor Table 1)

As depicted in table 1 the Vendor "Arizona Dependent Life" is contracted to provide Attendant Care and Housekeeping. Should a Support Coordinator search this Vendor for these services a return would be successful.

Should a Support Coordinator search this Vendor for services other than those listed in table 1 the return would be blank.

Vendors must ensure that all services provided by your company are properly listed in QVADS (to verify the services that are currently in the QVADS system please contact the Division Contracts Dept.).

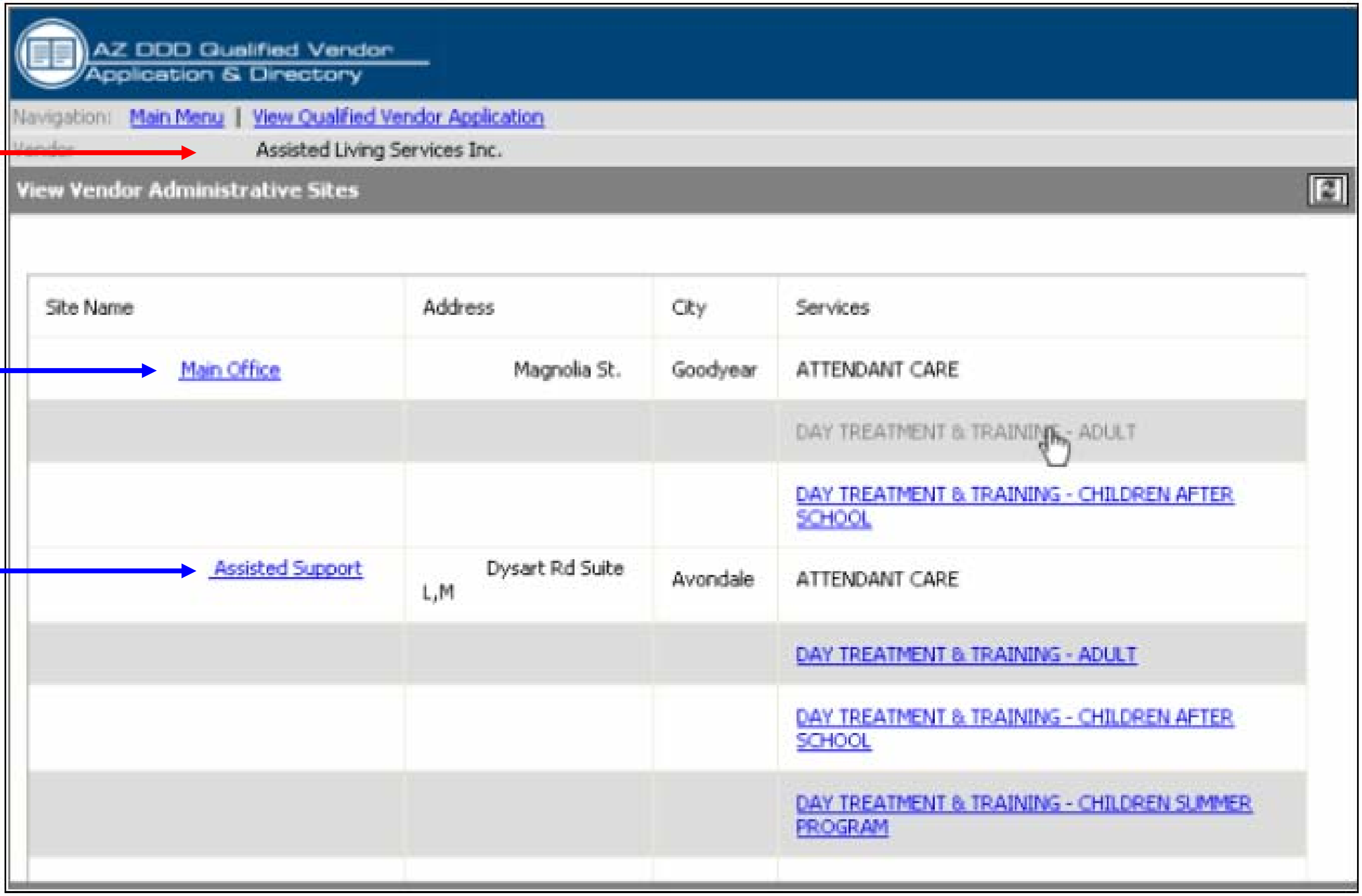
Office/Site Locations (QVADS)

The various locations where a Vendor may provide a service(s) are categorized into 3 levels within the Focus system, they are:

- The Vendor Level
- The Site Level
- The Service Level

The Vendor Level – This functions as the “Corporate / Headquarters” level.

The Site Level – For Vendors with multiple offices throughout the state, this is the location where specific services are provided.



AZ DDD Qualified Vendor Application & Directory

Navigation: Main Menu | View Qualified Vendor Application

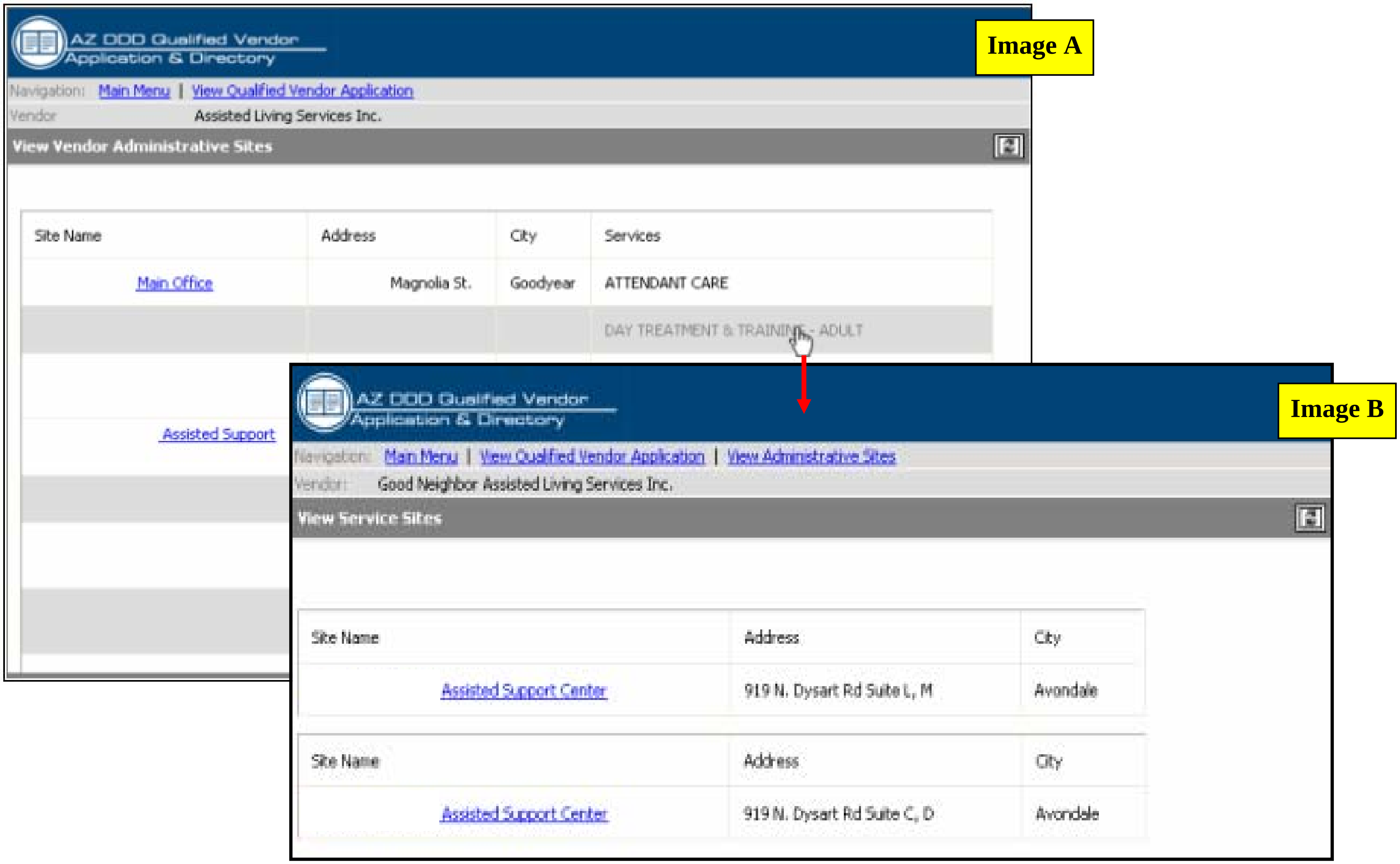
Vendor Assisted Living Services Inc.

View Vendor Administrative Sites

Site Name	Address	City	Services
Main Office	Magnolia St.	Goodyear	ATTENDANT CARE
			DAY TREATMENT & TRAINING - ADULT
			DAY TREATMENT & TRAINING - CHILDREN AFTER SCHOOL
Assisted Support	Dysart Rd Suite L,M	Avondale	ATTENDANT CARE
			DAY TREATMENT & TRAINING - ADULT
			DAY TREATMENT & TRAINING - CHILDREN AFTER SCHOOL
			DAY TREATMENT & TRAINING - CHILDREN SUMMER PROGRAM

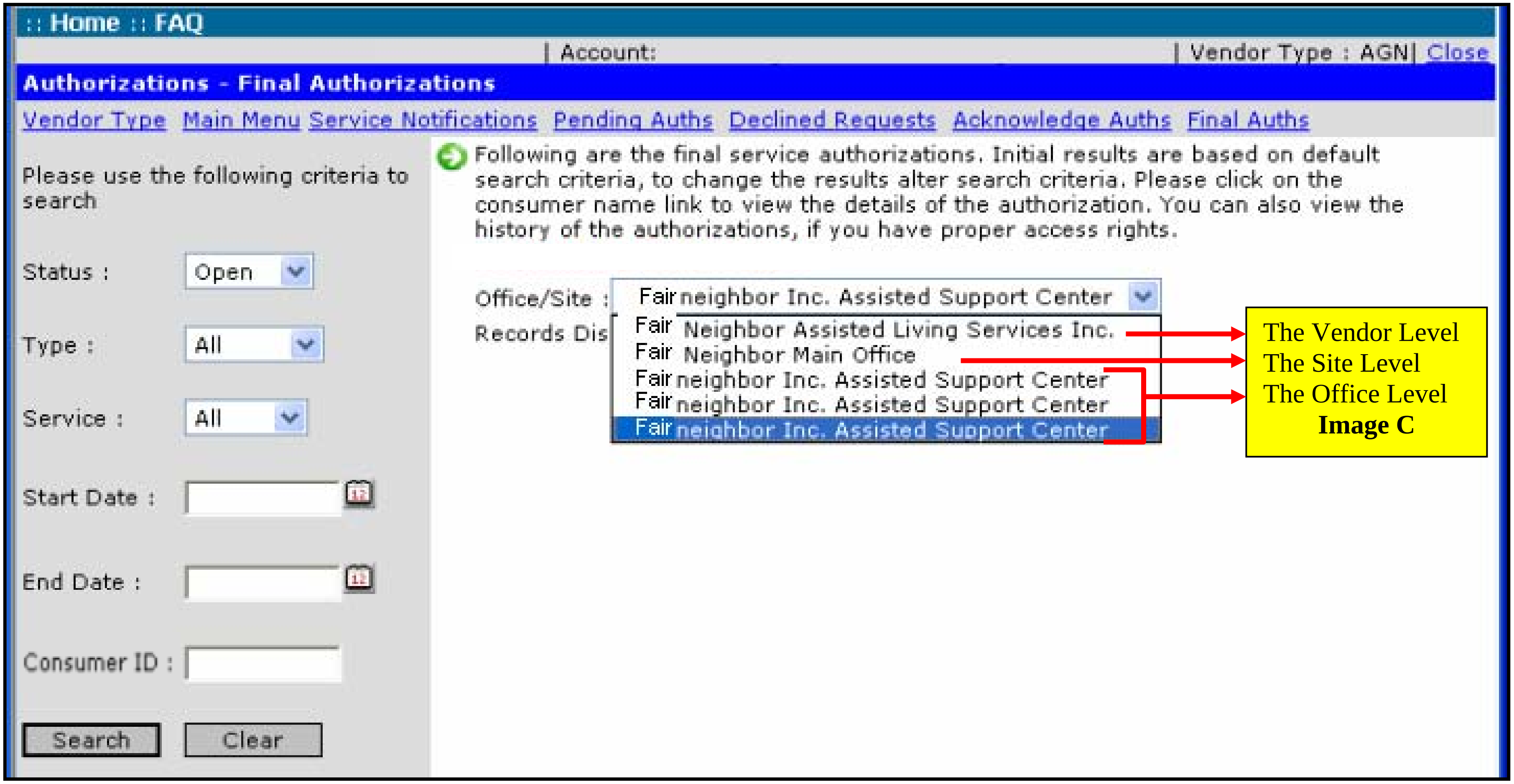
The Service Level – A Site may have multiple service locations (such as different suites i.e. suite 1200 or suite 900) where specific services are offered. For example: SPT may be offered at 3225 N. Magnolia St. (the Site Level), suite 1200(the Service Level). Other services like HAM may be offered at 3225 N. Magnolia St (the Site Level), suite 900(the Service Level).

DTT (shown in the image A) illustrates that a Vendor may have many authorizations specific to the service (DTT) and many Service levels, such as Suites L, M and C, D (see image B).



Office/Site Locations (FOCUS)

The QVADS Service and Site locations (Vendor, Site, and Office Levels) shown in the previous two pages are accessed via the FOCUS "Final Authorizations" screen (see image C).



End of Introduction

DDD

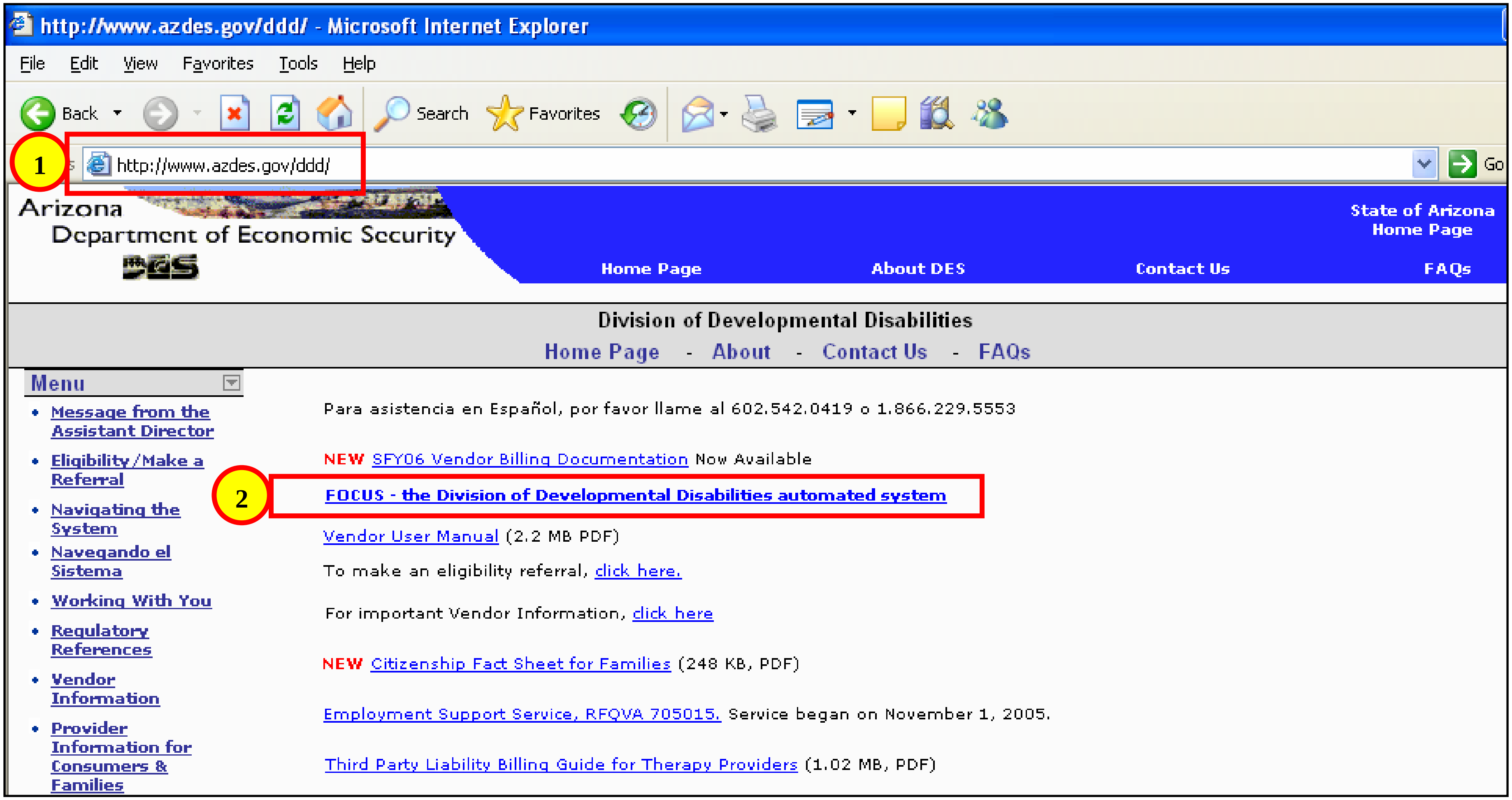
External Vendor

Create a New Vendor Account

Step-by-Step Instruction
For the
Administrator

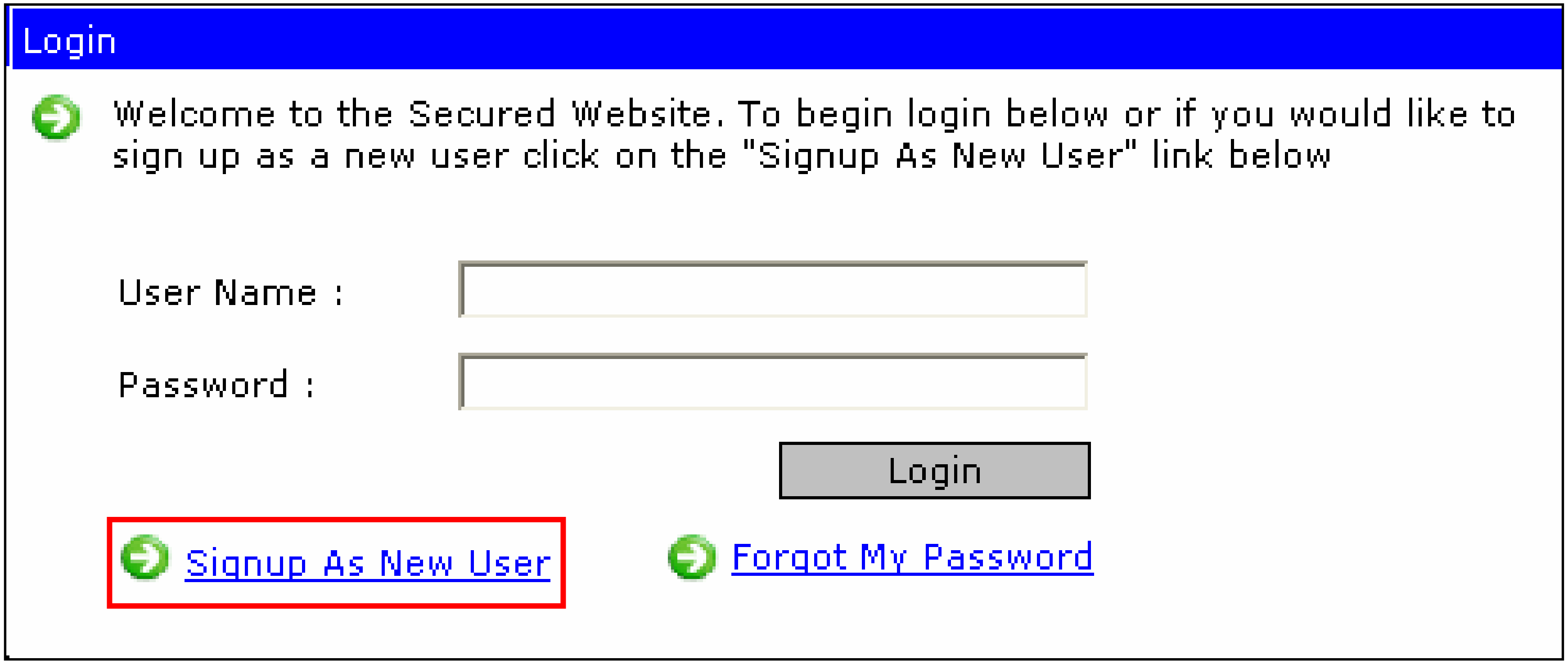
Security Access (FOCUS) – Admin "Step-by-Step"

The first step is to go to the External Vendor website by typing the following web address (http://www.azdes.gov/ddd) into the browser's address window (see step one) The User must click on the "DDD automated system" hyperlink to access the FOCUS login screen (see step two).



Initial Sign Up Request– Admin "Step-by-Step"

Arriving at the sign up screen for the first time the User must sign-up as a new user by clicking on the Signup As New User link. The "New User" does not enter a User Name or Password at this point in the sign up process.



Initial Sign Up Request – Continued– <u>Admin</u> "Step-by-Step"

Having clicked on the Signup As New User link the User will enter required data into all of the fields below. The User must duplicate the security code in the "Human Verification" security box on the bottom of the screen, then click on "Submit".

Login | Support Request | Forgot Password

To signup as a new user fill out all of the information below and click "Submit". Upon successful submission you will be receiving a confirmation email sent to the email address you specifed below.
(*All information is required.)

* First Name :
* Last Name :
* User Name: (Min. 8 chars, Max. 20 chars)
* Password : (Min. 8 chars, Max. 15 chars)
* Re-Enter Password :
* Email :
* Address :
* City :
* State :
* Zip :
* Phone :

For security purposes, please enter your code in the text box.

This technique prevents automated programs from using this website.

Your code is: KFMYRM

Enter your code here: KFMYRM

Submit

Notice:

- For ease of form use please "Tab" from field to field.

[The "Tab key" is to the left of the letter Q on your keyboard]

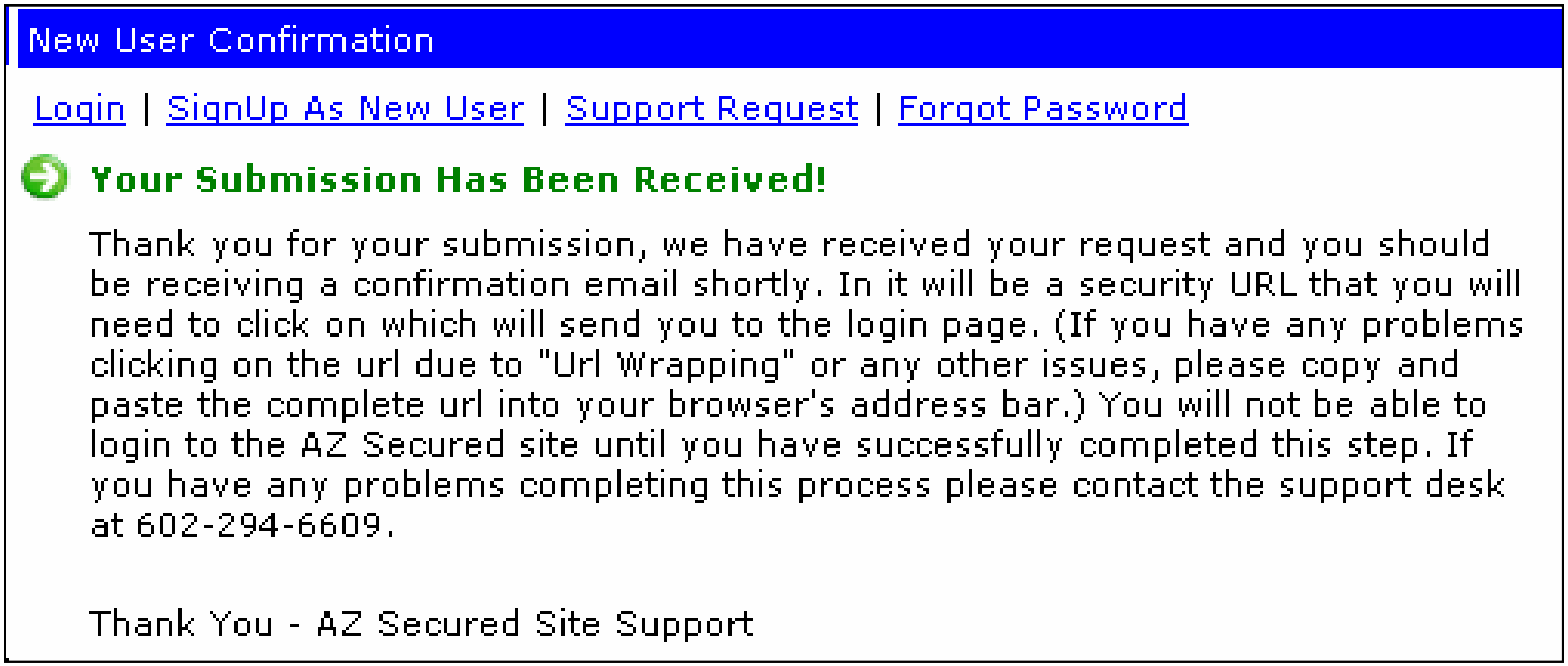
- The User will enter the email address where they wish to receive the email confirming their FOCUS User Name and Password.

- The User must authenticate the account submission request by typing the **"Your Code is"** security code in the **<u>"Enter Your Code Here"</u>** <u>fill-in field</u>.

Confirmation Email– __Admin__ "Step-by-Step"

Upon submitting the data from the "Sign up as New User" screen, the "New User Confirmation" screen will appear indicating successful completion of the initial sign up request process.

The User at this point will exit FOCUS and await a __confirmation email__ from DDD Prod Support.



Confirmation Email - Continued– <u>Admin</u> "Step-by-Step"

Upon receipt of the confirmation email (shown below), the User will access the FOCUS login screen by pasting the URL (URL = Web address) from the email into their Web Browser's address bar and pressing enter on the keyboard.

YOU MUST LOGIN TO FOCUS **WITHIN 2 HOURS** of receiving the confirmation email. If the User fails login within the 2 hours, they must repeat the initial sign up request process from the beginning.

Should the User find it necessary to repeat the initial sign up request process from the beginning, be advised that the User must provide a new unique User Name. This is not true for passwords; a password may be re-used but a User Name may not.

From: DDDQASUPPORT@AZDES.GOV Sent: Tue 1/24/2006 2:09 PM
To: **Vendor Email Address**
Cc:
Subject: Notification Regarding Your AZ Security Account

This is a confirmation email to let you know we have received your submission. Please save this email, it contains your SecurityId which will be needed if you ever forget your password.

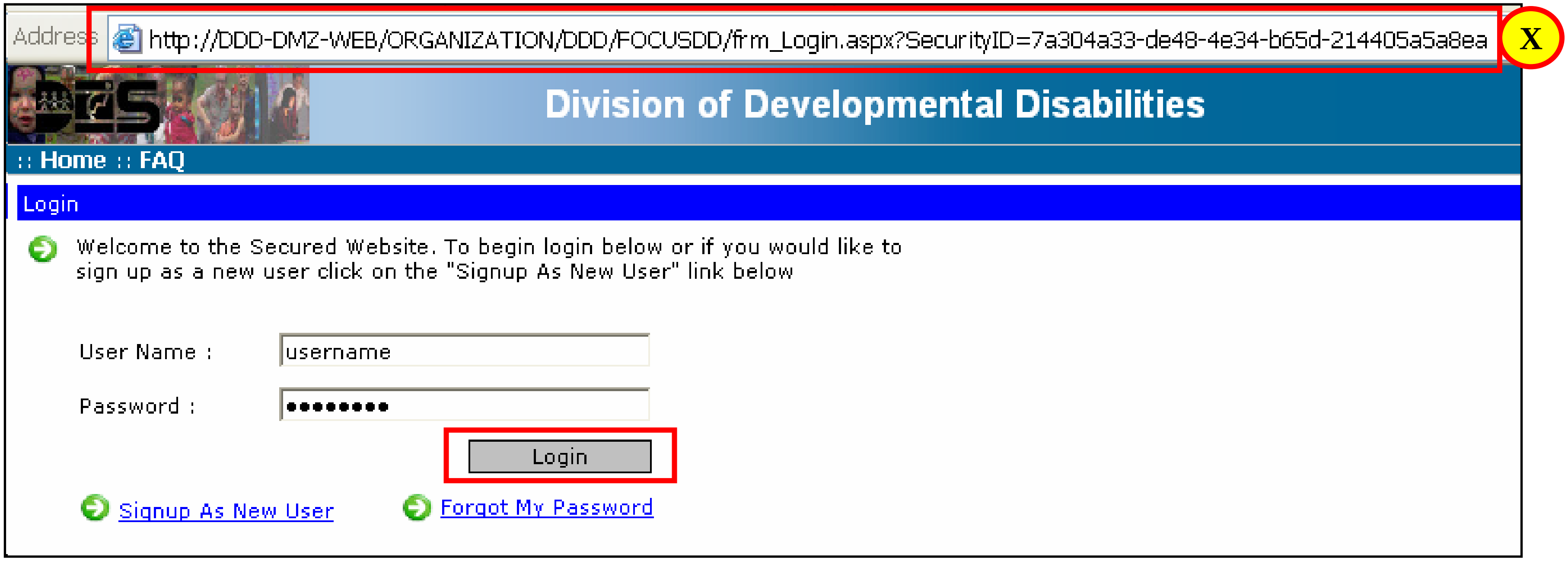
User Name: User name they entered will be here
Password: Password they entered will be here
SecurityId: 7a304a33-de48-4e34-b65d-214405a5a8ea

Please click on the following link to confirm your Sign Up:
http://DDD-DMZ-WEB/ORGANIZATION/DDD/FOCUSDD/frm_Login.aspx?SecurityID=7a304a33-de48-4e34-b65d-214405a5a8ea **X**

If you are having trouble clicking on the link please copy and paste the complete url in your browser's address bar.

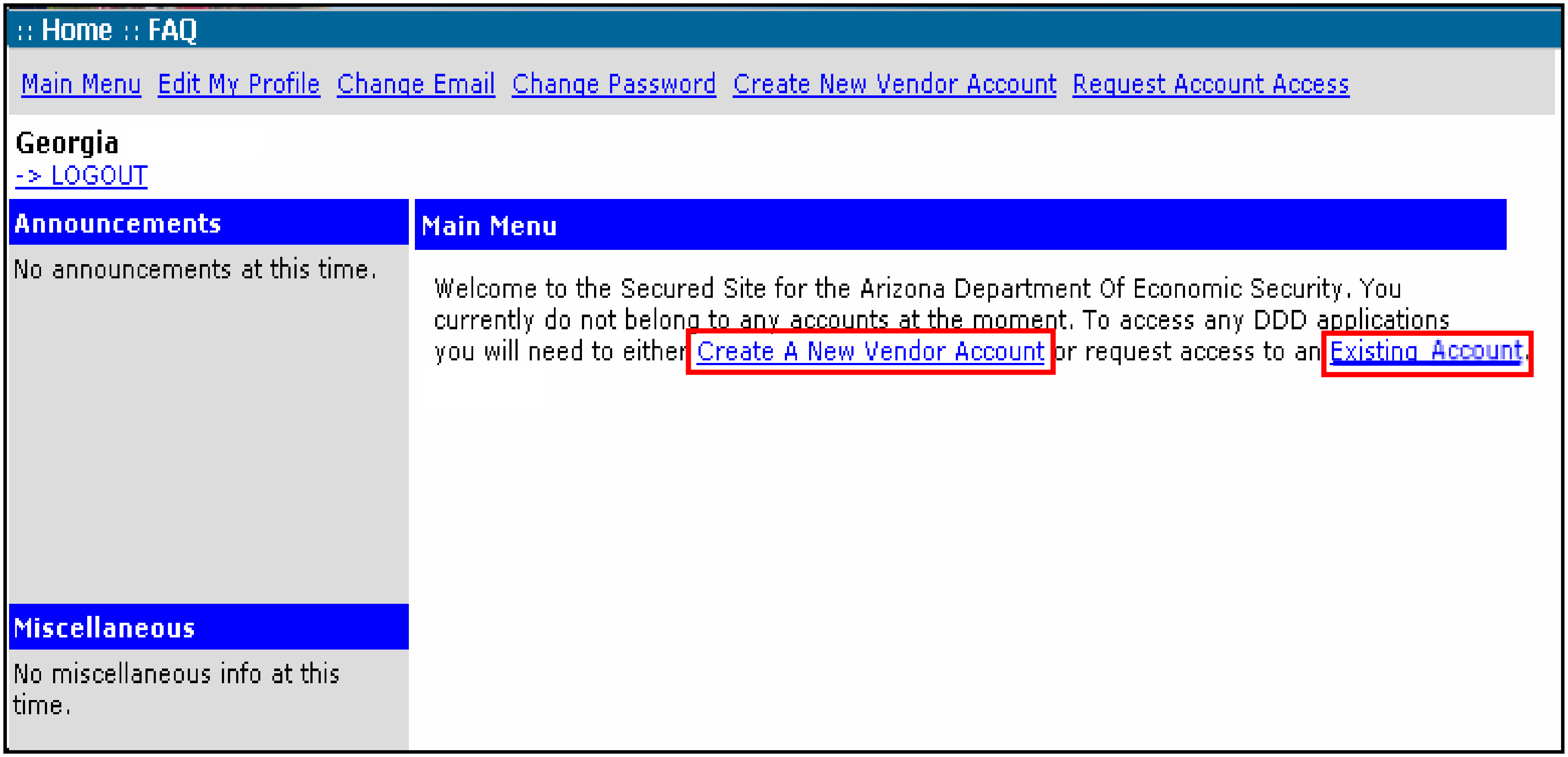
Signing Back Into Focus– <u>Admin</u> "Step-by-Step"

The User will be redirected back to the FOCUS login screen after pasting the URL link included in the confirmation email into the browser's address window. The User will now enter the User Name and Password found in the confirmation email, then press the Enter key or click on the **Login** button.



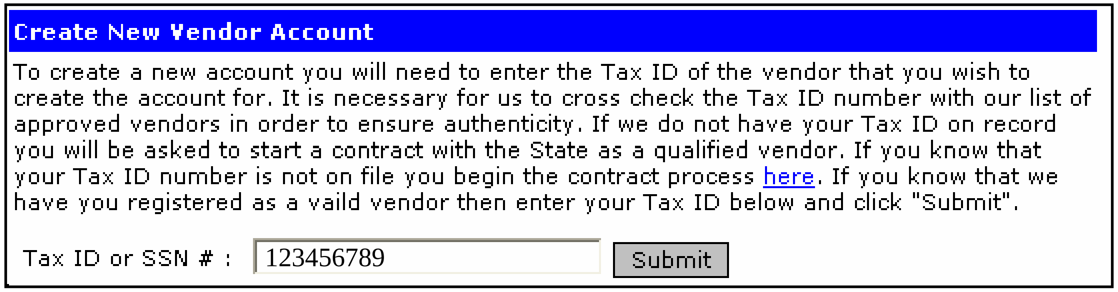
Signing Back Into Focus - Continued– <u>Admin</u> "Step-by-Step"

Upon Login, outside users who haven't been tied to a Vendor account are prompted to either create a "New Account" or "Access an Existing Account". To create a new account the User will click the Create A New Vendor Account Hyperlink, accessing an existing Vendor account can be facilitated by clicking the Existing Account Hyperlink.



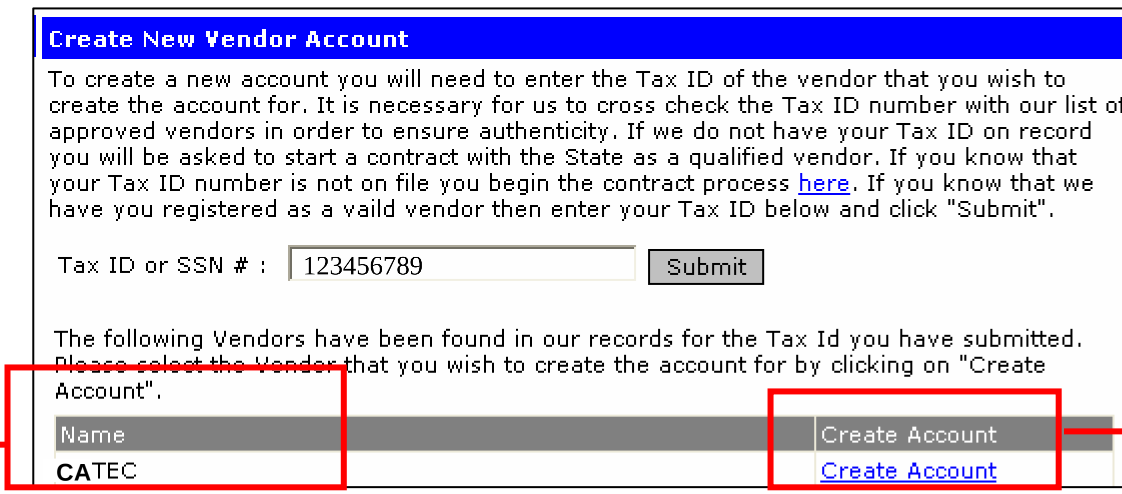
Create New Vendor Account– __Admin__ "Step-by-Step"

Having clicked on the Create A New Vendor Account from the main menu the screen below will appear; the vendor must enter their QVADS Tax ID (EIN) or SSN. __FOCUS will verify the information is present in QVADS__.



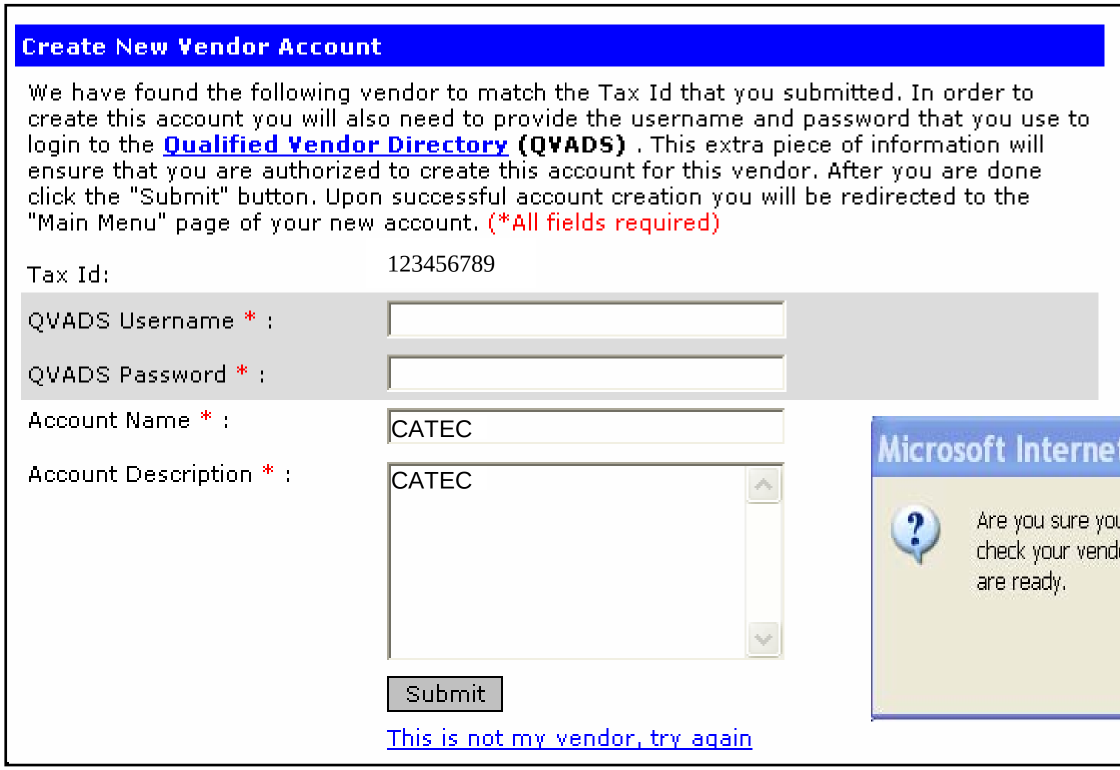
The Vendor's account name will display as it appears in QVADS.

If the Vendor's account name is incorrect, it's probable the Tax ID was typed incorrectly. From here the User would click on Create Account.



Create New Vendor Account - Continued– Admin "Step-by-Step"

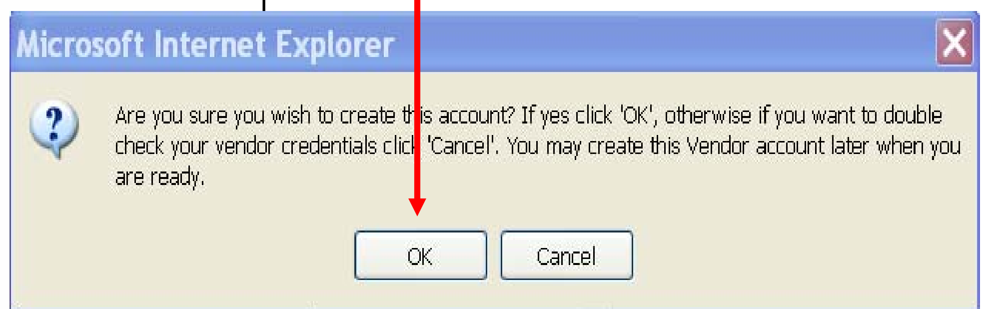
The Account Name can be changed, if the name is less than 10 characters, it must be changed. (i.e. CATEC to California TEC). **Anyone requesting access to their account in the future will have to spell the name exactly the same**, so it's advantageous, but not necessary, to abbreviate the name. "The Account Description" is a definition of the account such as "primary account, or the User may simply type the account name in the account description field (using the picture below as an example the User could repeat CATEC as a description and this would be sufficient).



Notice:
The Username and Password information entered here has to match QVADS exactly. (The QVADS Username* is the User's email address.)

FOCUS will prompt the User for confirmation of account creation via a pop up dialog box.

Click on OK.



Administrative Tools (Admin Tools) – <u>Admin</u> “Step-by-Step”

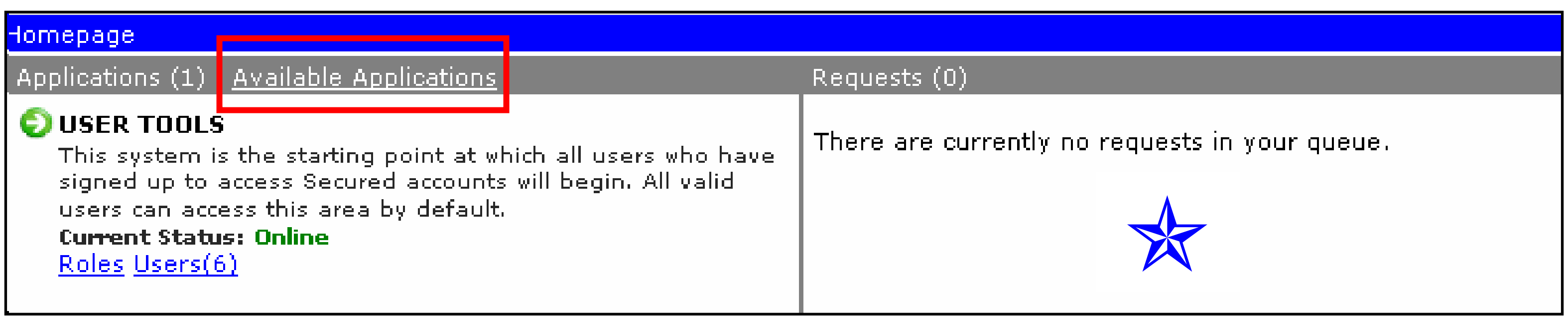
The successful creation of an account titled **California TEC** is depicted below. The person who created the account is the account administrator (Only the administrator or anyone with Admin rights will see the ADMIN TOOLS utility).

Clicking on ADMIN TOOLS brings up the Admin Tools screen. The administrator may see if anyone has made a request to gain access to the account, in this case there are no requests (see - ☆).

USER TOOLS

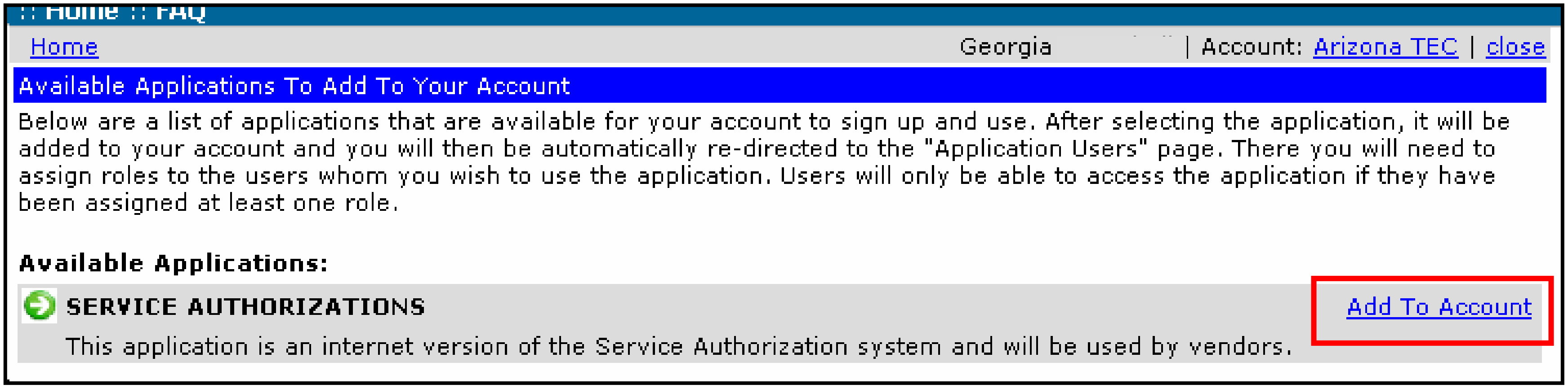
This utility allows the account administrator to create and modify “Roles” and “Users”. Roles are related to security level; Users are related to the people with access to this specific account.

Click on the Available Applications link to see the list of applications that can be “Added” to the vendor’s account.



Admin Tools – Adding Applications– <u>Admin</u> "Step-by-Step"

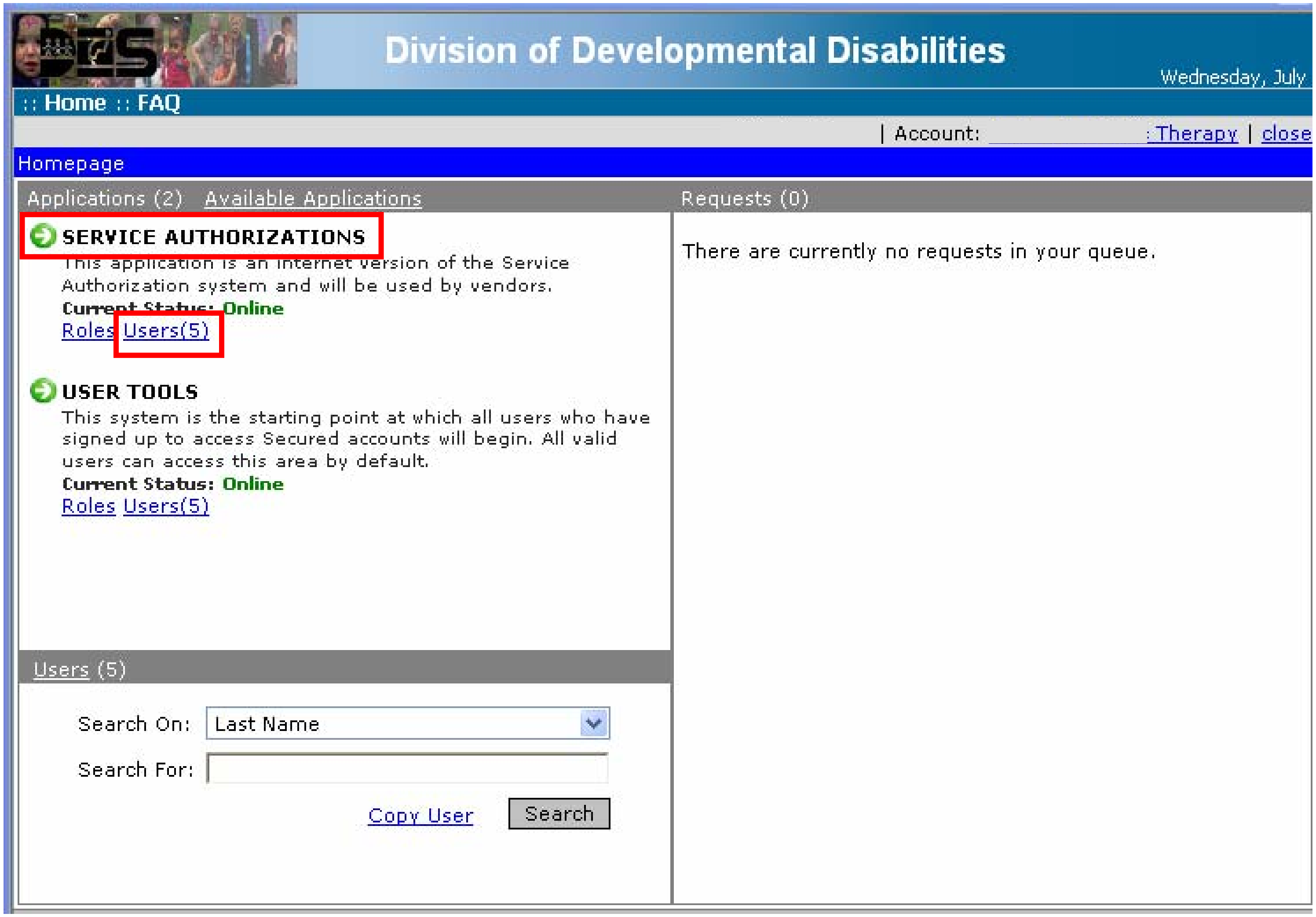
Clicking the Available Applications hyperlink will display a list of program application(s) that the account administrator can add to the account. Access to **SERVICE AUTHORIZATIONS** is depicted below. This application has it's own set of default security roles.



Click on Add To Account to make **SERVICE AUTHORIZATIONS** available to your account. A confirmation dialogue box is displayed. Click OK.

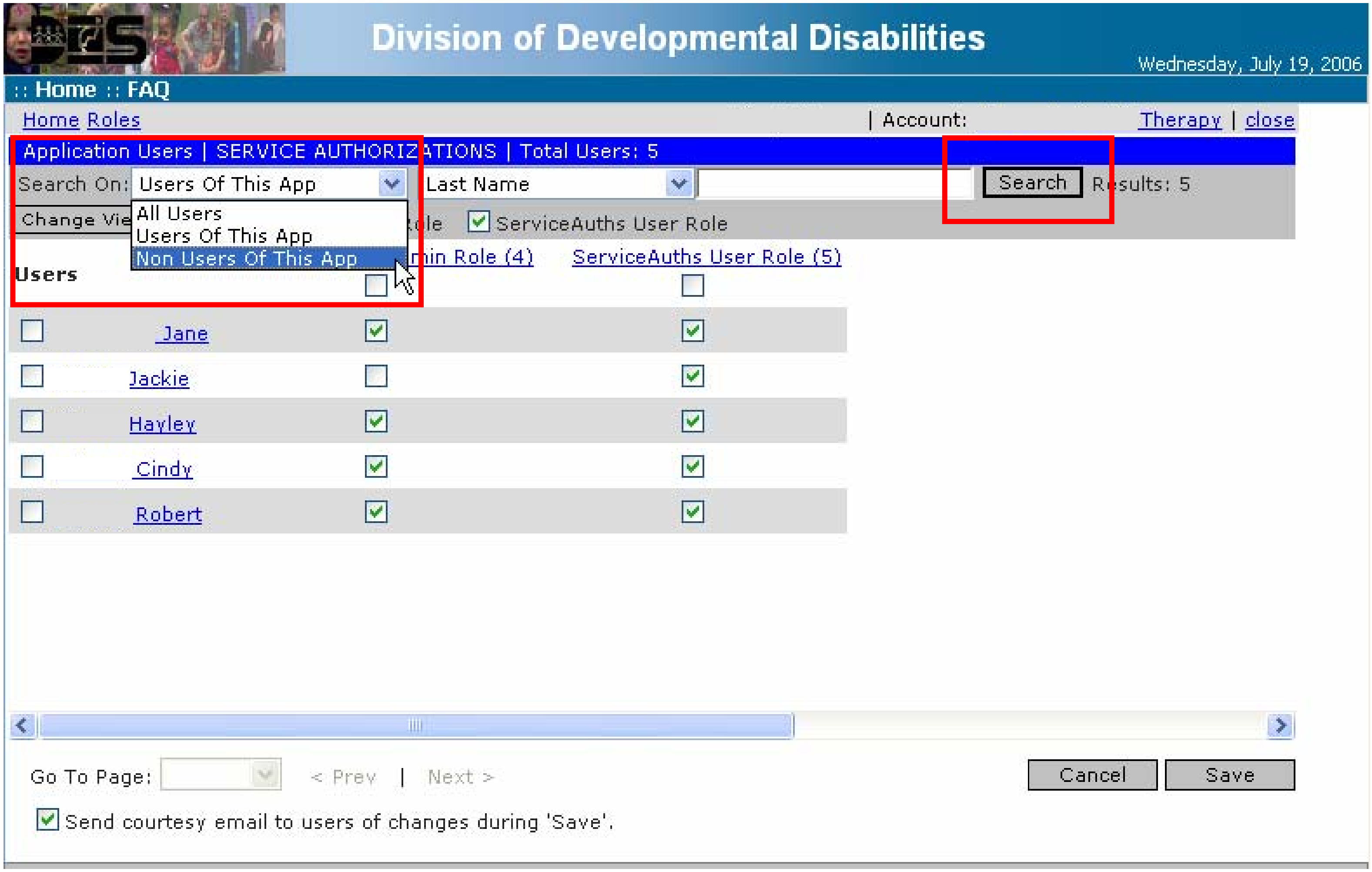
Admin Tools – Setting The Security Role– Admin "Step-by-Step"

Once the User has successfully added **SERVICE AUTHORIZATIONS,** the Administrator must set the security level (what a person can and cannot do) within the "Service Authorizations" application . The setting of the security level is accessed via the Users hyperlink. Having clicked the Users hyperlink the User may search for those persons for whom the User wishes to grant application access.



Admin Tools – Non-User Search– <u>Admin</u> "Step-by-Step"

The "Non-User" search begins by deploying the **"Search On:"** dropdown menu and selecting "non-users of this app". The goal is to grant access to those who currently have access to the account but not specifically to the Service Authorizations application.

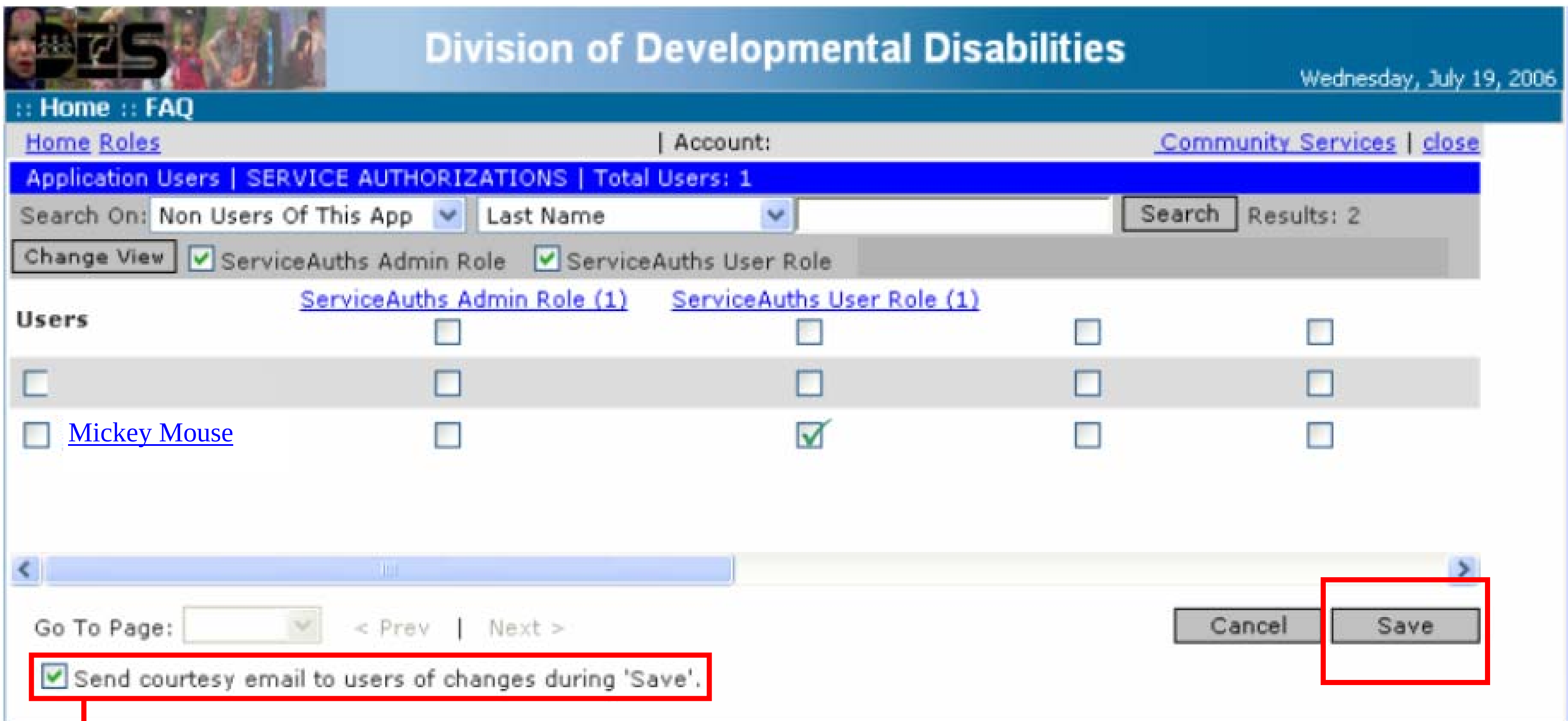


Admin Tools – Security Role Assignment– Admin "Step-by-Step"

Having found Users that do not have application access (i.e. Mickey Mouse pictured below). The admin of the account will assign a security role by placing a checkmark for the appropriate User role (i.e. "ServiceAuths User Role (1)" for Mickey Mouse pictured below).

Role Definitions

Admin Role = All access to all Functions
User Role = **View only** unless Admin grants access to functions such as Service Notification Response, Acknowledge Auths, etc.



Optional: un-check the box to send a courtesy email to all administrators of this account

DDD

External Vendor

Add A New User To An Existing Vendor Account

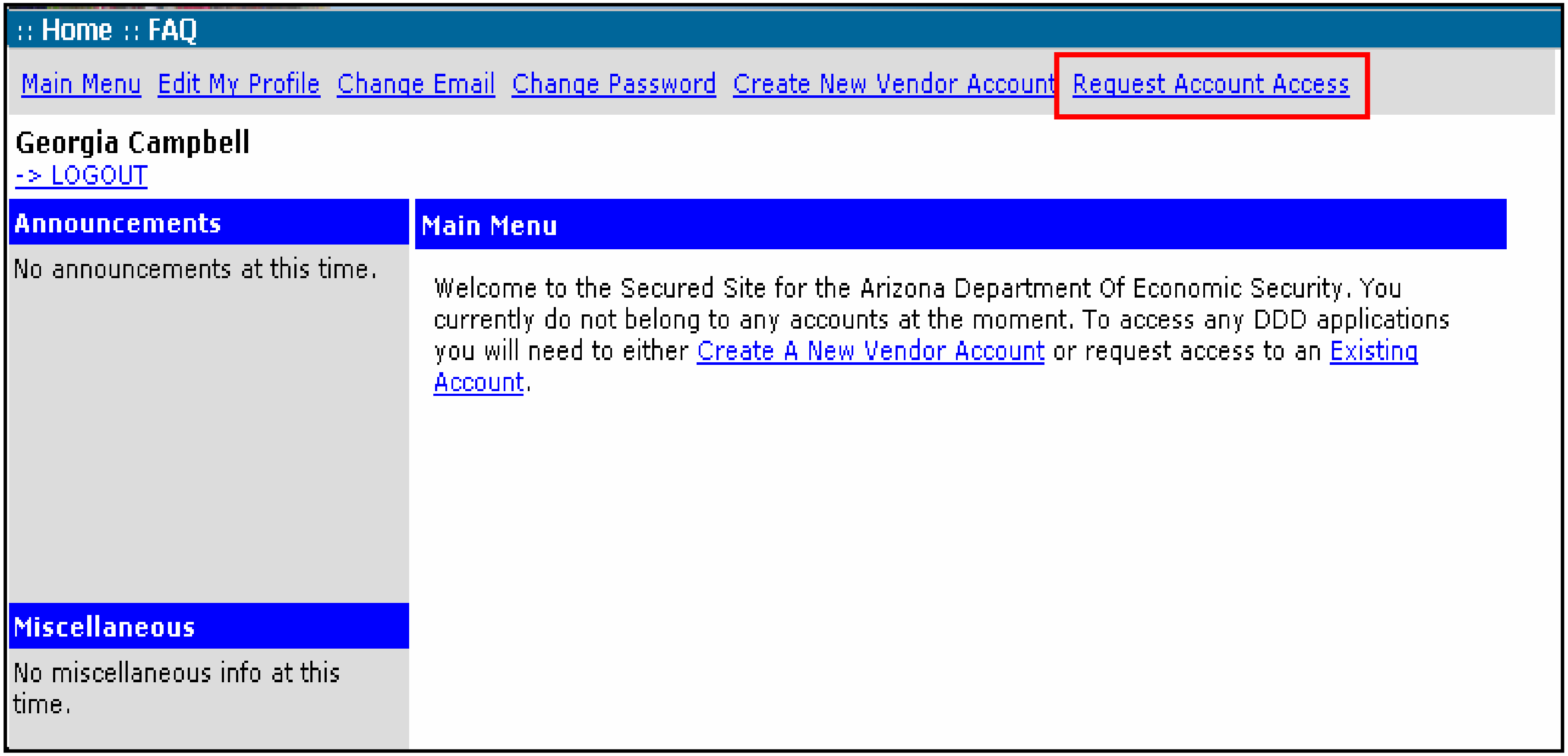
Step-by-Step Instruction
For the
User and Administrator

Add A New User To An Existing Vendor Account – User "Step-by-Step"

The first step is to go to the External Vendor website. Follow the previous steps on pages 7 through 12.

Request Access To The Account

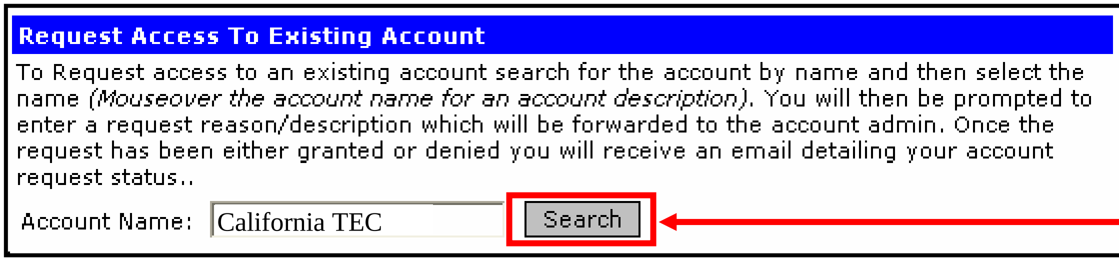
Next the User will request access from the Account Admin by clicking the Request Account Access hyperlink.



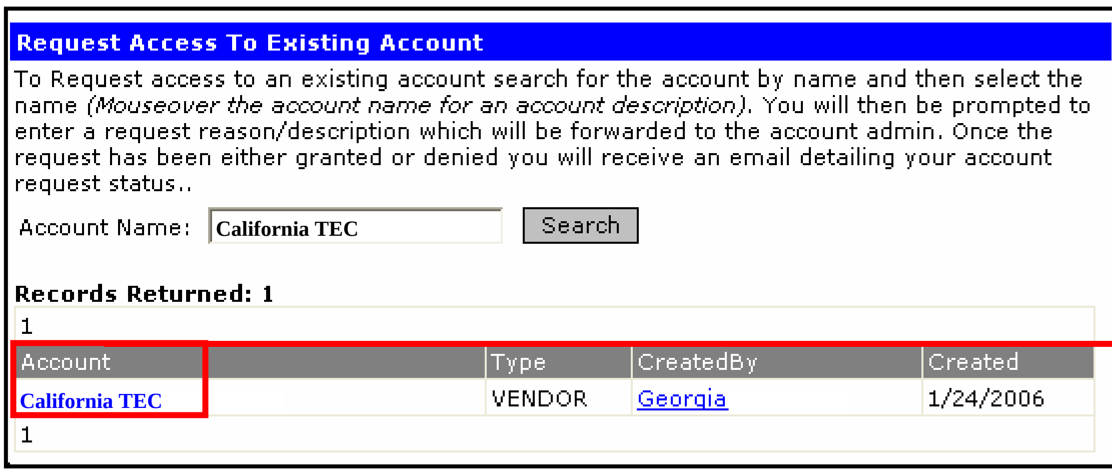
Request Access To The Account – Continued – User "Step-by-Step"

The User who is requesting access must enter the Account Name. The account name the User types (i.e. California TEC) must conform to predefined search criteria such as:

- CaliforniaTEC - This would not be a viable search option as it is one word.
- CATEC - This would not be a viable search option.
- TEC - would return all accounts with the word TEC in the name…this would **be a viable** search option.
- California TEC - This would **be a viable** search option.
- Cali - would return all accounts with the word "Cali" as California…this would **be a viable** search option.
- Etc.



Clicking the search button returns a list of Vendor names matching the search criteria.

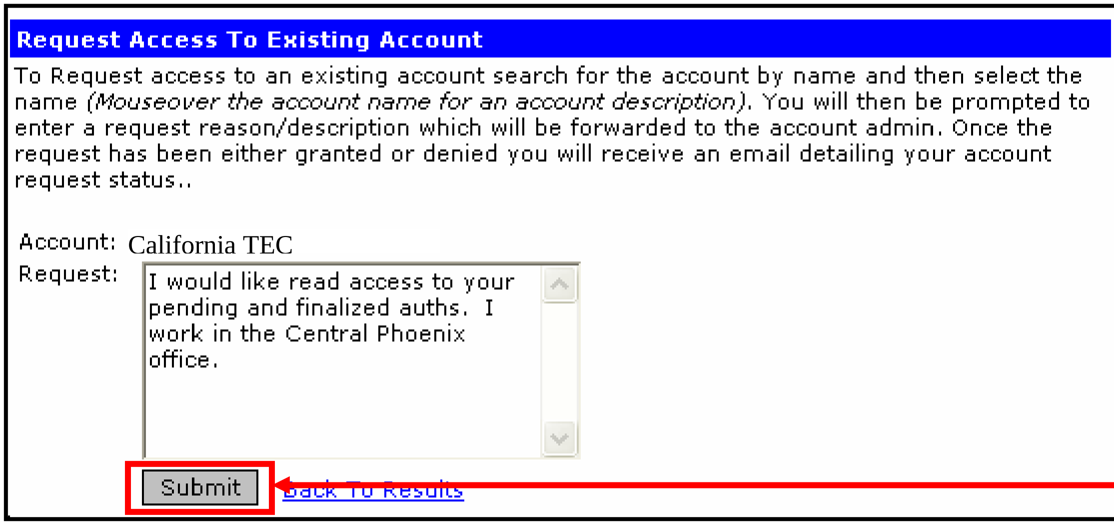


To continue the account access process, the User will click on the account name.

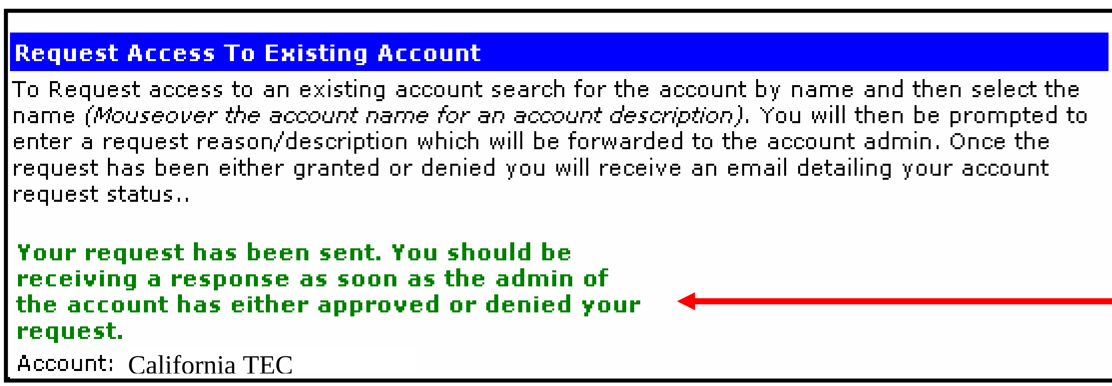
Request Access To The Account – Continued – User "Step-by-Step"

The User is prompted to add details in the "**Request:**" fill-in field. Adding details in the Request box is optional.

The User sends their access request to the account administrator by clicking on the "**Submit button**".

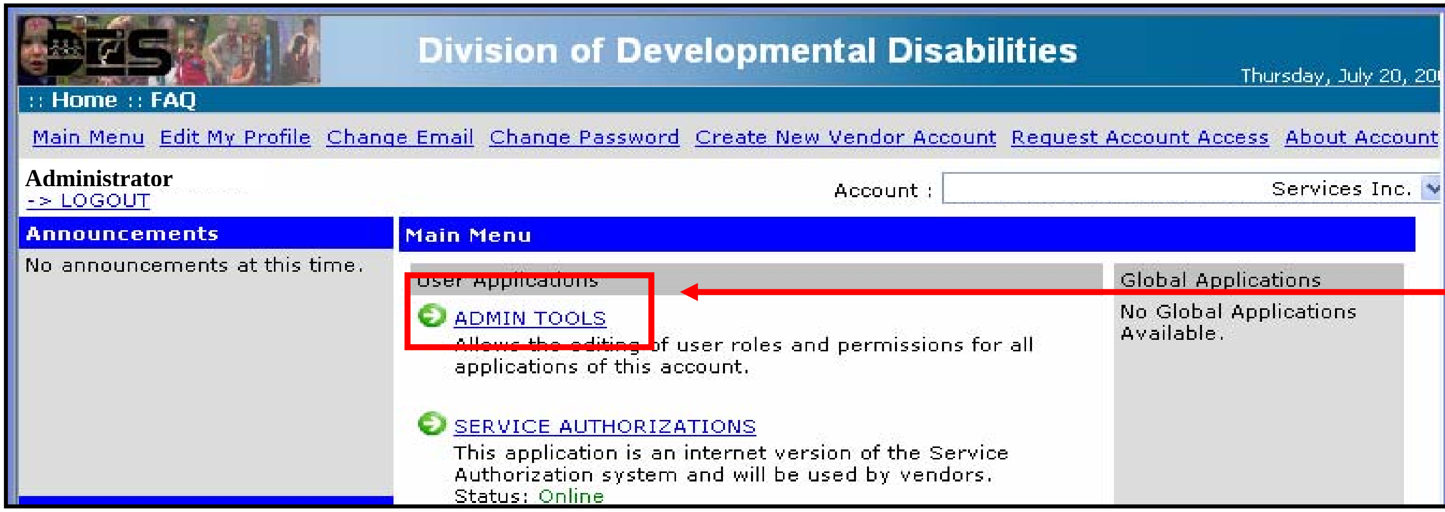


The User will receive a confirmation dialogue box upon successfully submitting an access request.



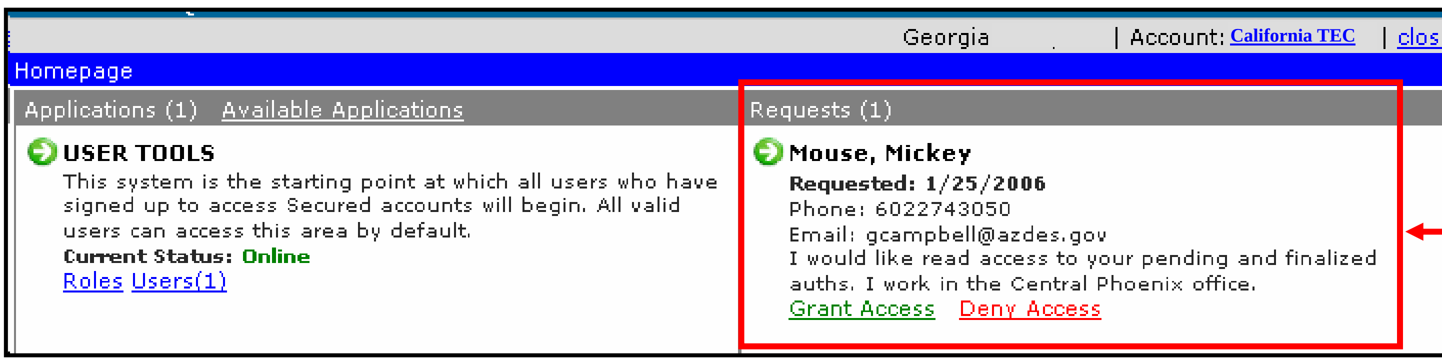
Add A New User To An Existing Vendor Account – Admin "Step-by-Step"

The Administrator will begin the access granting process by logging into the FOCUS system.
The Administrator will click on the Admin Tools hyperlink view any requests for access.



Granting Access To An Account

The Administrator of the account will see all Requests for Access from "Non-Users" of the account in the right hand panel of the home page for the account (in this example, Mickey Mouse).

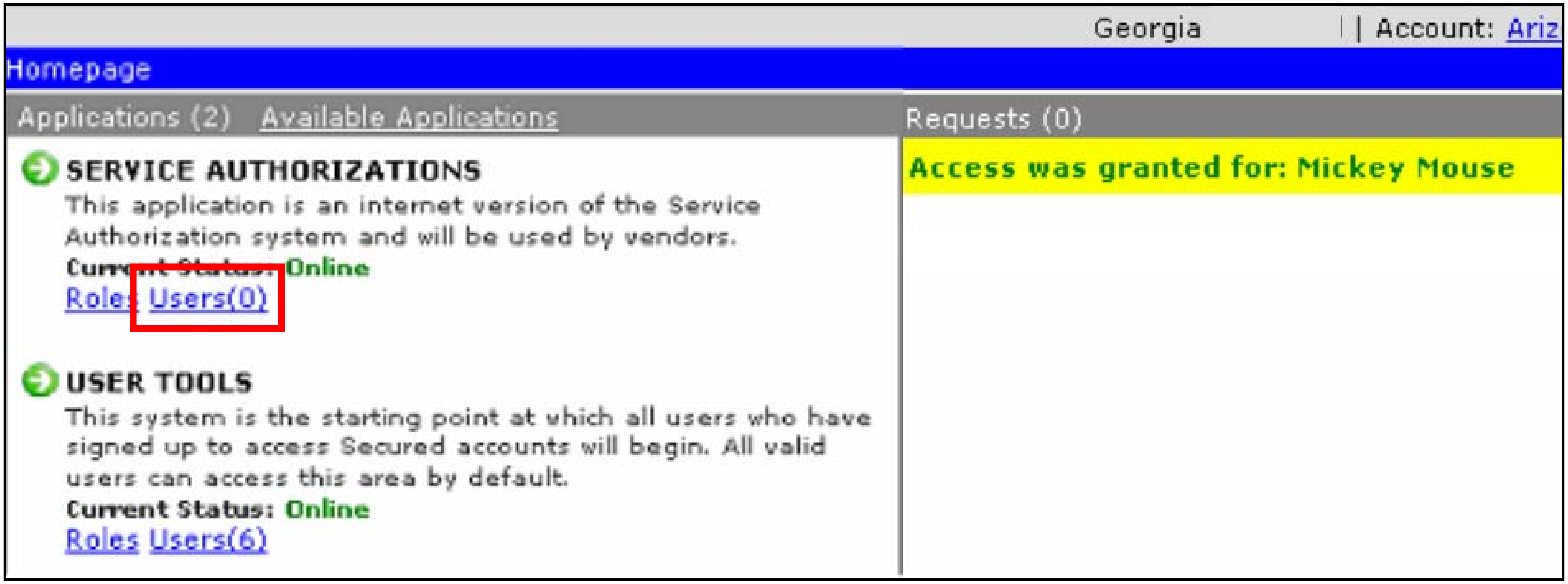


Clicking on the Grant Access hyperlink will prompt the Administrator to confirm the grant of access, **Click on OK**.

Add A New User To An Existing Vendor Account – <u>Admin</u> "Step-by-Step"

Assigning A Role To A User

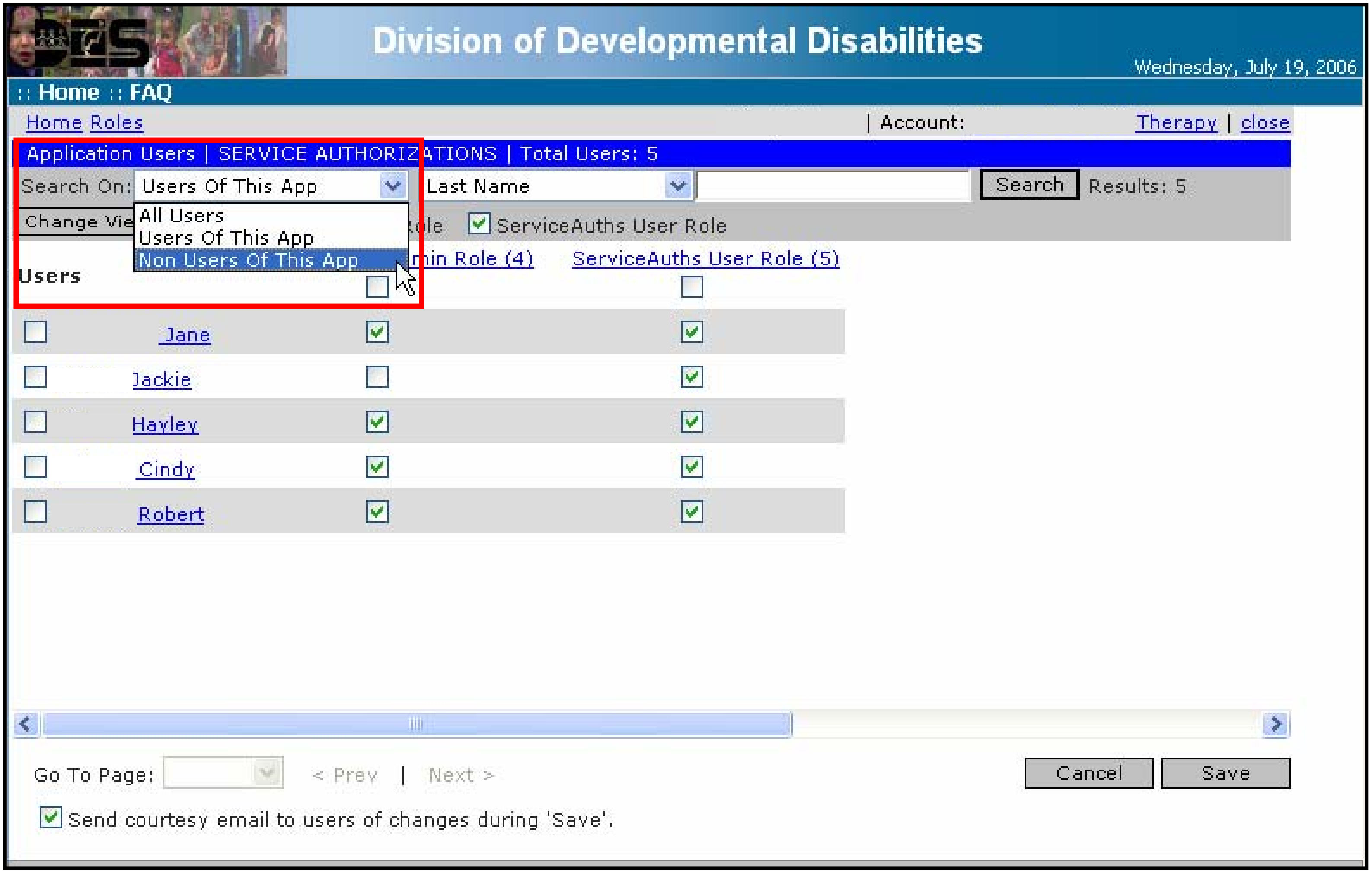
In this example, Mickey Mouse has been granted access to the account, however, the Administrator must assign a "Role" to Mickey Mouse for the Service Authorizations application. The Administrator will click the Users (0) hyperlink to begin the search for non-Users like Mickey.



Add A New User To An Existing Vendor Account – Admin "Step-by-Step"

Non-User Search

The "Non-User" search begins by deploying the **"Search On:"** dropdown menu and selecting "non-users of this app". The goal is to grant access to those who have access to the account, but do not have a "Role" (or access) to the Service Authorizations application.

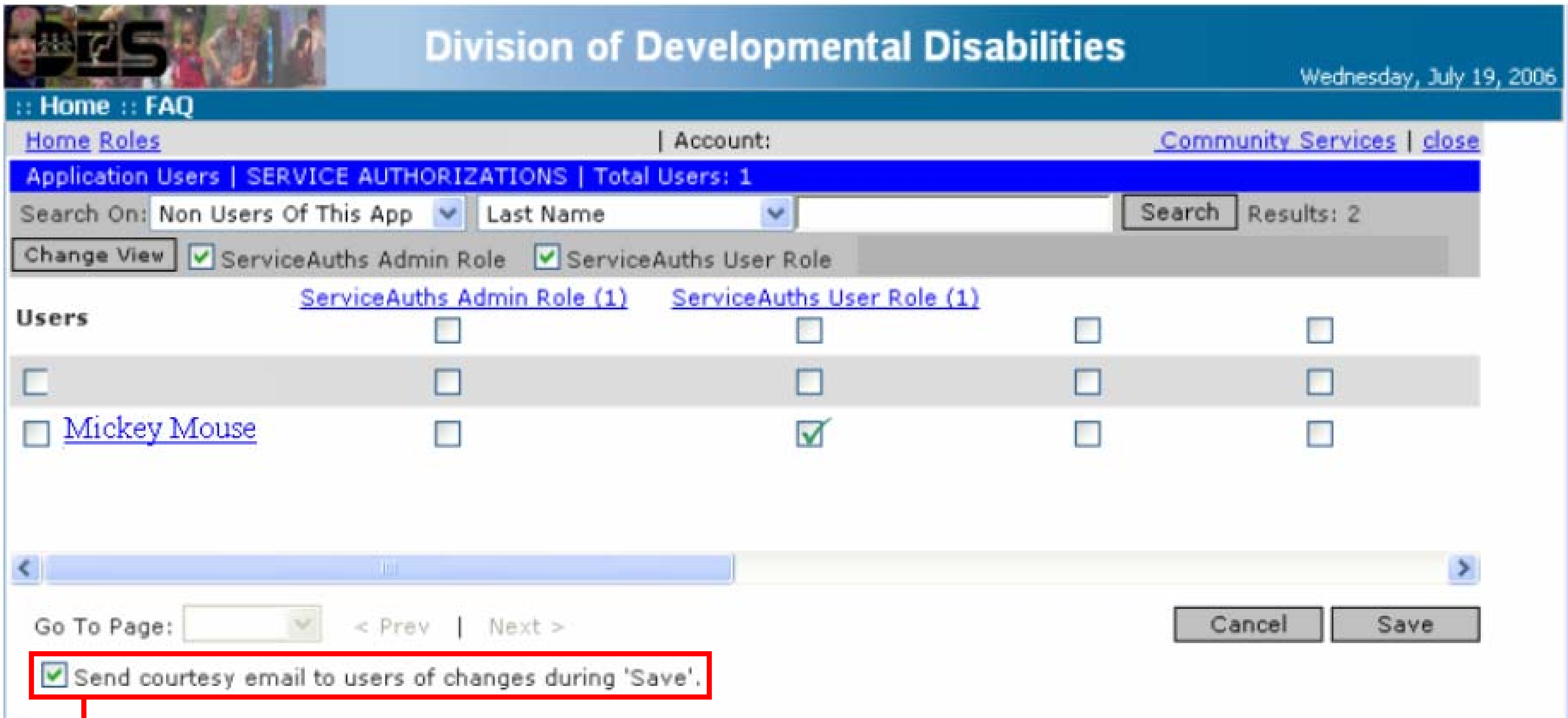


Add A New User To An Existing Vendor Account – <u>Admin</u> "Step-by-Step"

Security Role Assignment

Having found Users that do not have application access (i.e. Mickey Mouse pictured below). The admin of the account will assign a security role (i.e. "ServiceAuths User Role (1)" pictured below).

Role Definitions
Admin Role = All access to all Functions
User Role = **<u>View only</u>** unless Admin grants access to functions such as Service Notification Response, Acknowledge Auths, etc.



Optional: un-check the box to send a courtesy email to all administrators of this account

Click save and you're all done!!

DDD

External Vendor

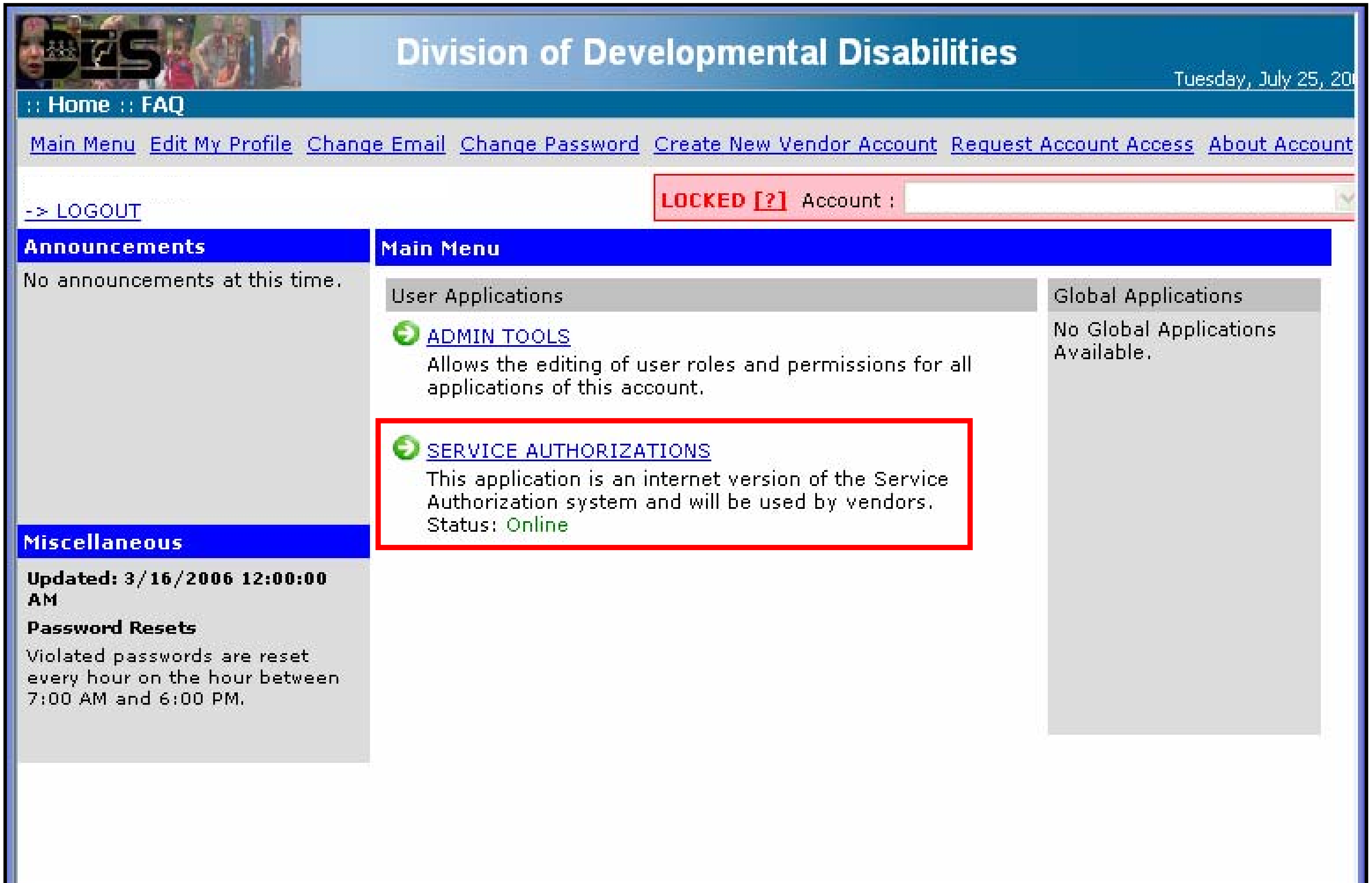
Viewing An Existing Vendor Account

Viewing An Existing Vendor Account

Main Menu – View Service Authorizations

Once the User has logged into their account, they will have access to Service Authorizations, if the account Administrator has granted the User access to the Service Authorizations application.   A user, depending upon the Role they are granted, may or may not have the Admin Tools application available.

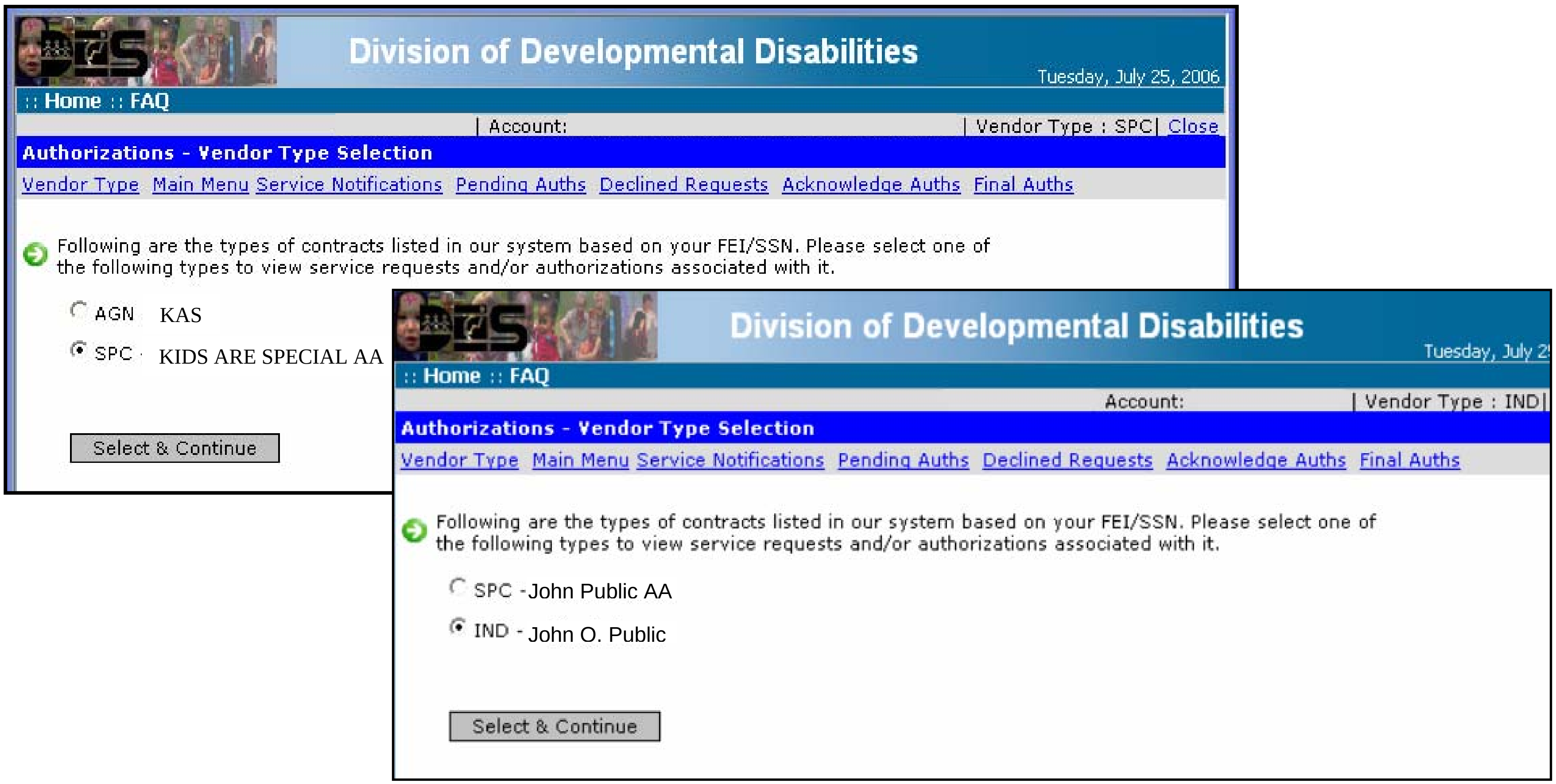
In order to view service authorizations the User will click the Service Authorizations hyperlink.



Viewing An Existing Vendor Account

Agency versus Special Contracts – Choosing A Vendor Type

The Service Authorization hyperlink (once clicked) will redirect the User to the "Vendor Type Selection" screen. The User must select a Vendor Type for the authorizations they wish to view. There are two account types that are most commonly seen in FOCUS, the QVADS registered Vendor (AGN) and the **P**rofessional **I**ndependent **P**rovider (IND). Both Vendor types may or may not have a visible "Special Contracts" (SPC) queue. The Vendor will choose which queue they wish to view based upon the Vendor or Contract type.



Viewing An Existing Vendor Account

Agency versus Special Contracts – Choosing A Vendor Type – Continued

Both the Agency (QVADS registered) – AGN and Independent - IND Vendors accept and provide services at the "Published Rate" (http://www.azdes.gov/ddd/reference/RatePanelInfoqvs.asp) for the DDD. The services that a Vendor Type can provide are as follows:

AGN (Partial list)**:**
- G0176 HAM
- H0043 RRB
- T2003 TRA
- S5125 ANC
- T2027 DTT
- 97535 OCT
- 92507 SPT
- Etc.

IND (Only the following services are available for IND authorization in FOCUS at this time)**:**
- H2014 HAH
- T2017 HAI
- S5130 HSK
- S5150 RSP

Both the Agency (QVADS registered) – AGN and Independent - IND Vendors may accept and provide "Special Contract" services. The option to provide "Special Contract" services is available to those Vendors who have access to the DDD QVAS system. A partial list of "Special Contract" services is:

SPC:

- FCO – Exempt Foster Care Court Order
- DVH – Exempt State-Supported Dev. Home
- SNF – Skilled Nursing Facility
- EMERG- Emergency Procurement
- NCS – Non-Contracted Services
- OSFC – Exempt Services for Out-of-State Foster Children
- Etc.

Viewing An Existing Vendor Account

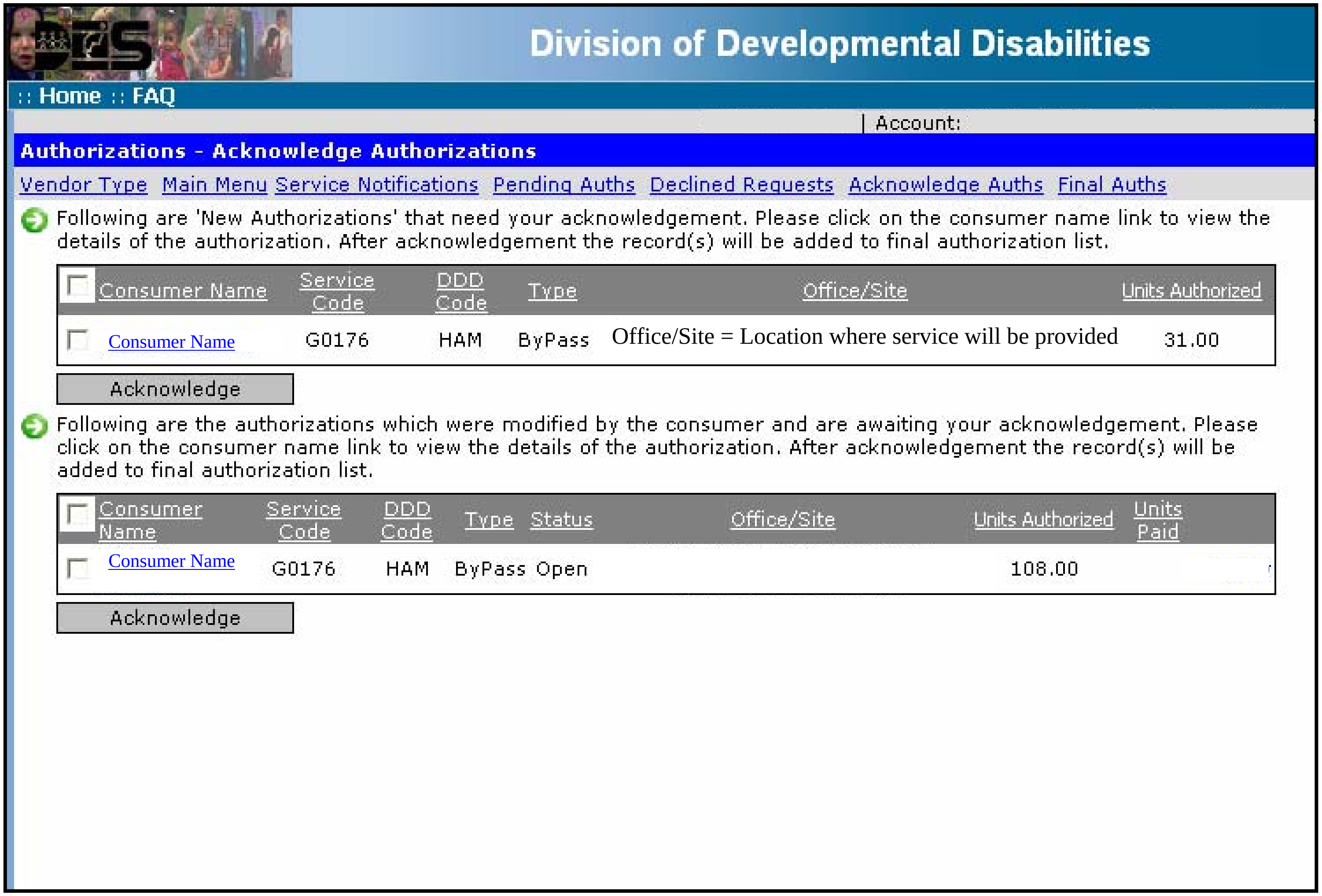
The Main Menu

Viewing “Acknowledged” and “Final” Authorizations is facilitated at **Authorizations - Main Menu**. Currently the Service Notifications, Pending Authorizations, and Declined Requests hyperlinks are on deferred status and unavailable at this time. In order to accept an authorization the User must view and “Acknowledge” the authorization before it can be accepted. The User will accept and manage an authorization via the Acknowledge Authorizations and Final Authorizations hyperlinks.

Viewing An Existing Vendor Account

The Main Menu - Acknowledge Authorizations

The “Acknowledge Authorizations” screen is comprised of two grids: the “New Authorizations” and “Modified Authorizations” grids. To see the details of either a “New Authorization” or a “Modified Authorization” the User will click the Consumer’s Name hyperlink. Should the User wish to acknowledge an authorization from the “Acknowledge Authorizations” screen they may checkmark the Consumer’ name check box and click the “Acknowledge” button. The Office/Site column displays the location where the service will be provided.



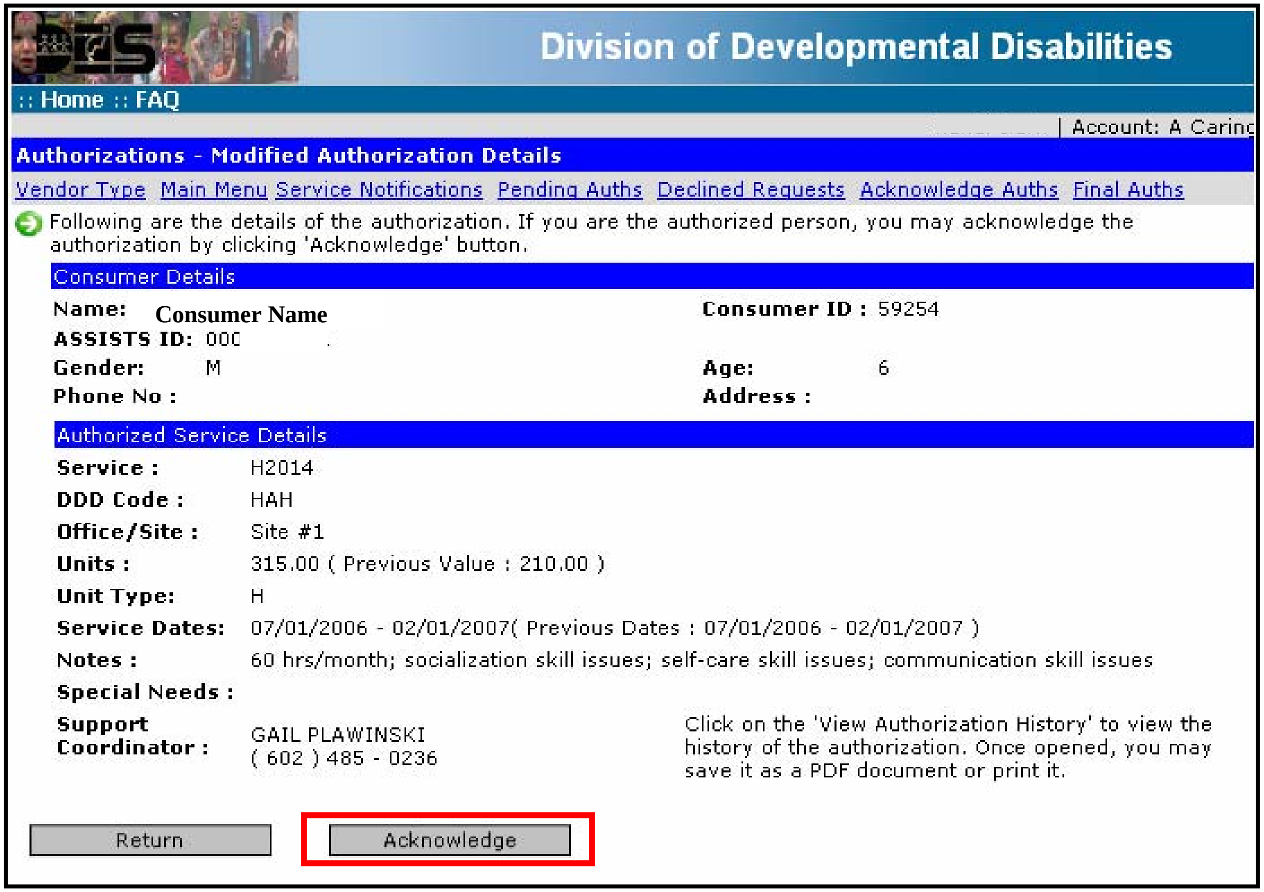
Viewing An Existing Vendor Account

Acknowledge Authorizations – View Service Authorization Details

Having clicked the Consumer's Name hyperlink, the User may view the details about an authorization prior to agreeing to provide:

- A specific service for a specific Consumer
- A specific amount of units
- The specific dates of service duration.

If the User has the security permission to accept authorizations and wishes to do so they may click the "Acknowledge" button, which will send the current authorization to the "Final Authorizations" queue.



Viewing An Existing Vendor Account

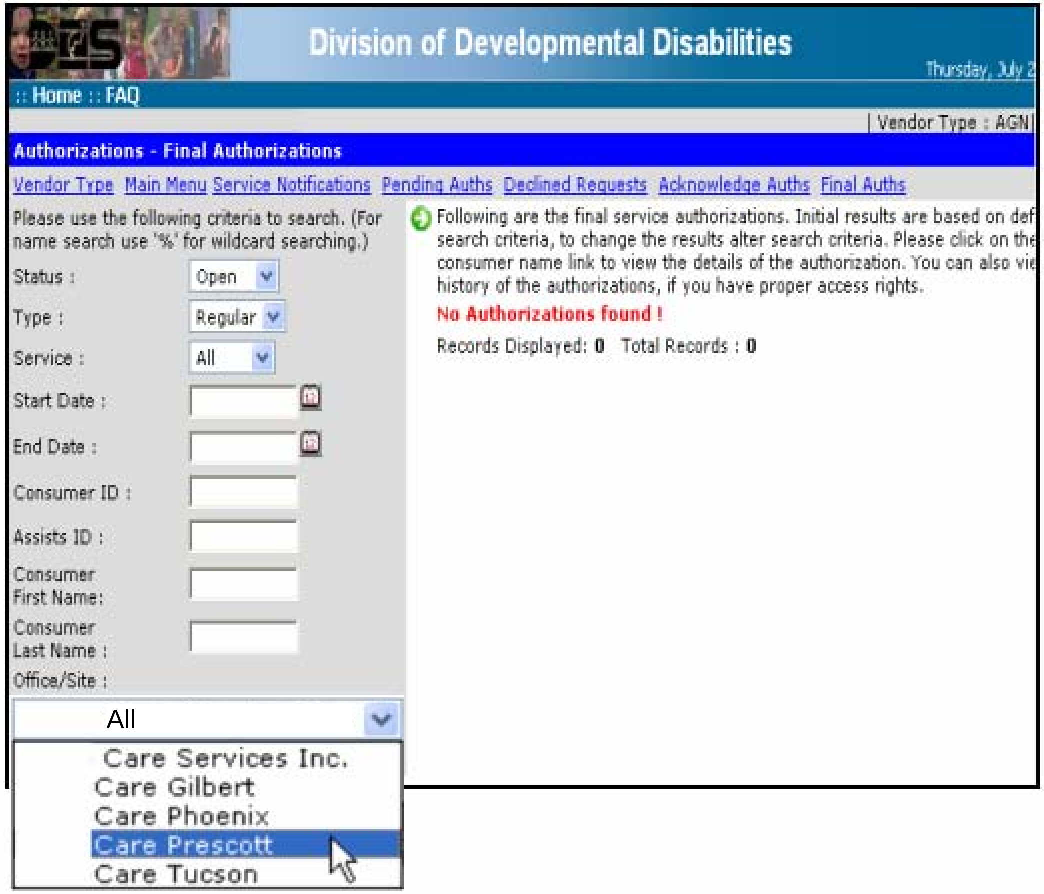
Final Authorizations – Default View

The Final Authorizations screen has many default settings that must be manipulated for efficient use, they are:

Status:
Allows the User to search for authorizations where the service end date is still a future date (Open) as well as search for auths where the service end date is a past date (Closed)

Type:
The default is set to "Regular" which is currently on deferred status, you <u>must</u> set the type to "ALL"

Service:
Lists all services that the account is contracted to provide (i.e. S5125 for Attendant Care, etc.).



No Authorizations Found!

☺ Don't Panic ☺

This means that you have not selected search criteria such as "Status" or "Type" from the selection drop down menus and initiated a search by clicking "Search"

Office/Site:
To ensure that a Vendor can see all authorizations, the Vendor must search all locations. This of course assumes the Vendor has multiple service locations.

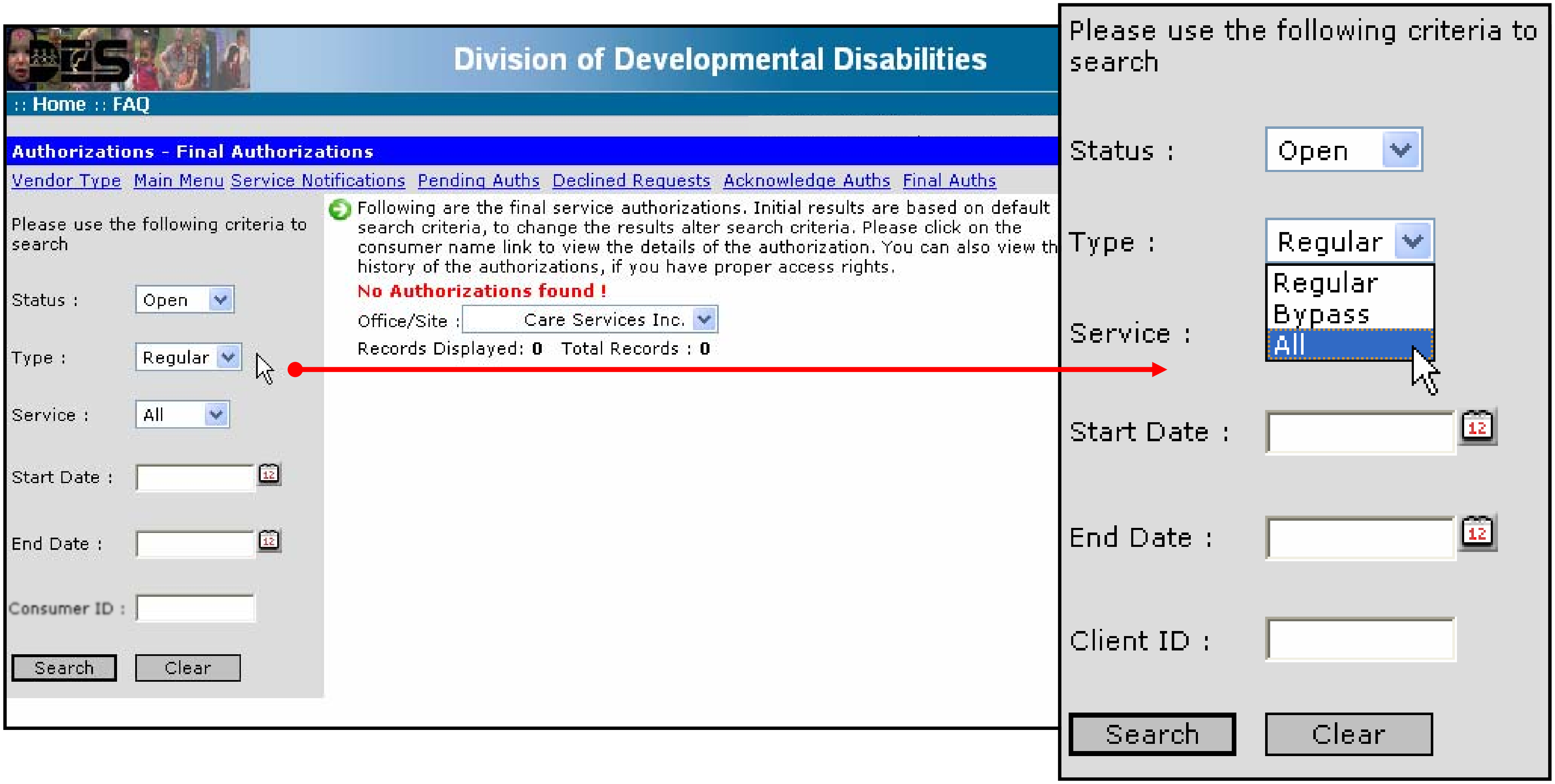
Start Date:/End Date: & Consumer ID:
The User may search for Authorizations with these fields as well.

Viewing An Existing Vendor Account

Final Authorizations – Filtering Views

The image below shows the default filter in FOCUS. This filter causes confusion for the Vendor because the last command performed was the “Acknowledge” authorization function. When acknowledging a service the Vendor expects to see a page update that displays all current authorizations; however in the default filter there are zero records displayed.

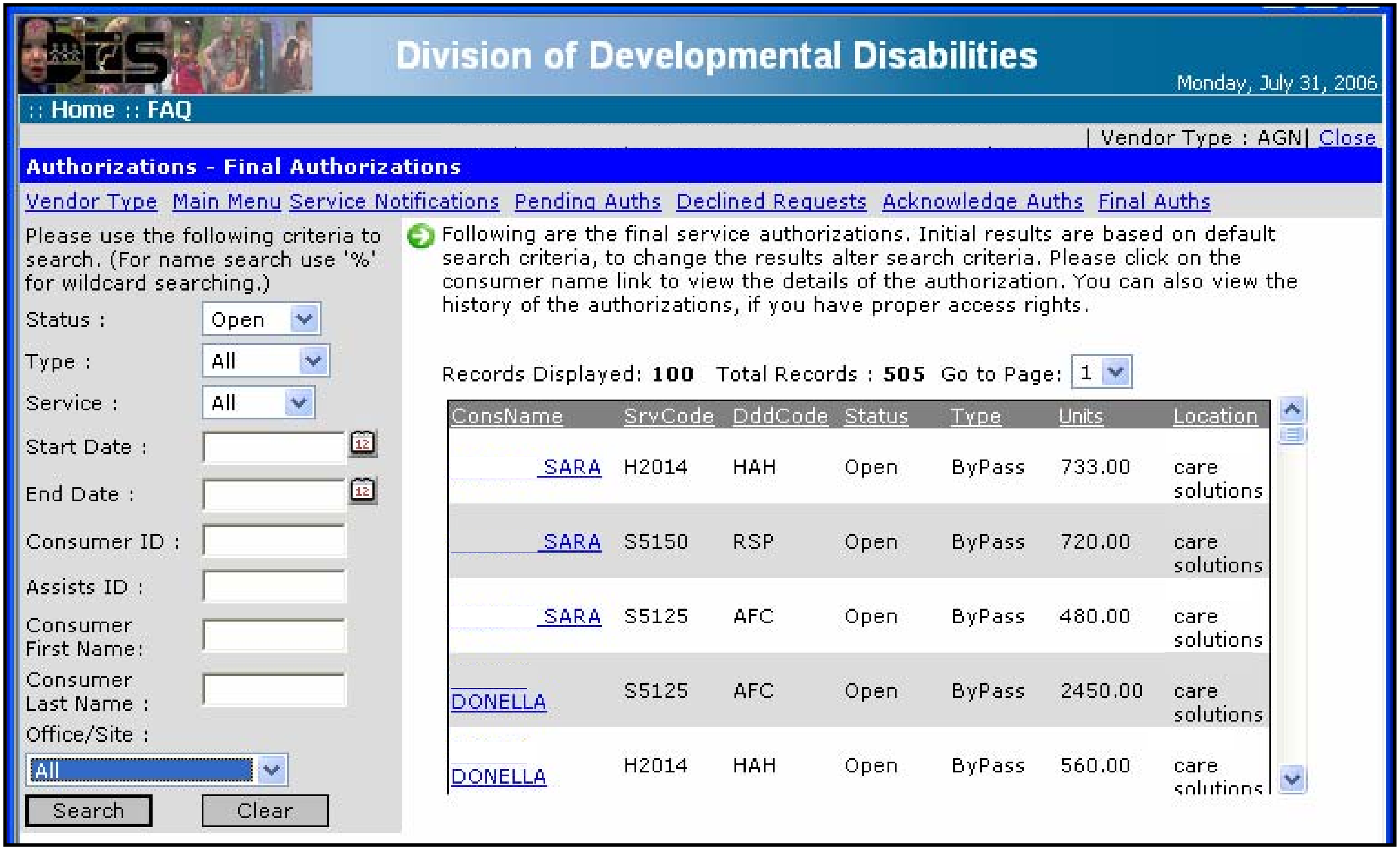
The issue causing the zero records display is the “**Type**” Choice; it is set to “**Regular**”. The “**Type**” of “**Regular**” is currently in deferred status; as a consequence there are no “**Regular”** auths to find. <u>The type must be set to “**ALL**”.</u>



Viewing An Existing Vendor Account

Final Authorizations – Filtering Views –"Open Authorizations"

Upon setting the "Type" to **"ALL"** and clicking the "Search" button the Vendor will see all "**Open"** authorizations (authorizations where the service end date is a future date) for a specific location. The necessity to select **"ALL"** in FOCUS will be ongoing. While it is possible to set menu options as a default in some computer programs it is not possible in FOCUS, the User must choose **"ALL"** as a "Type" for every Focus session.



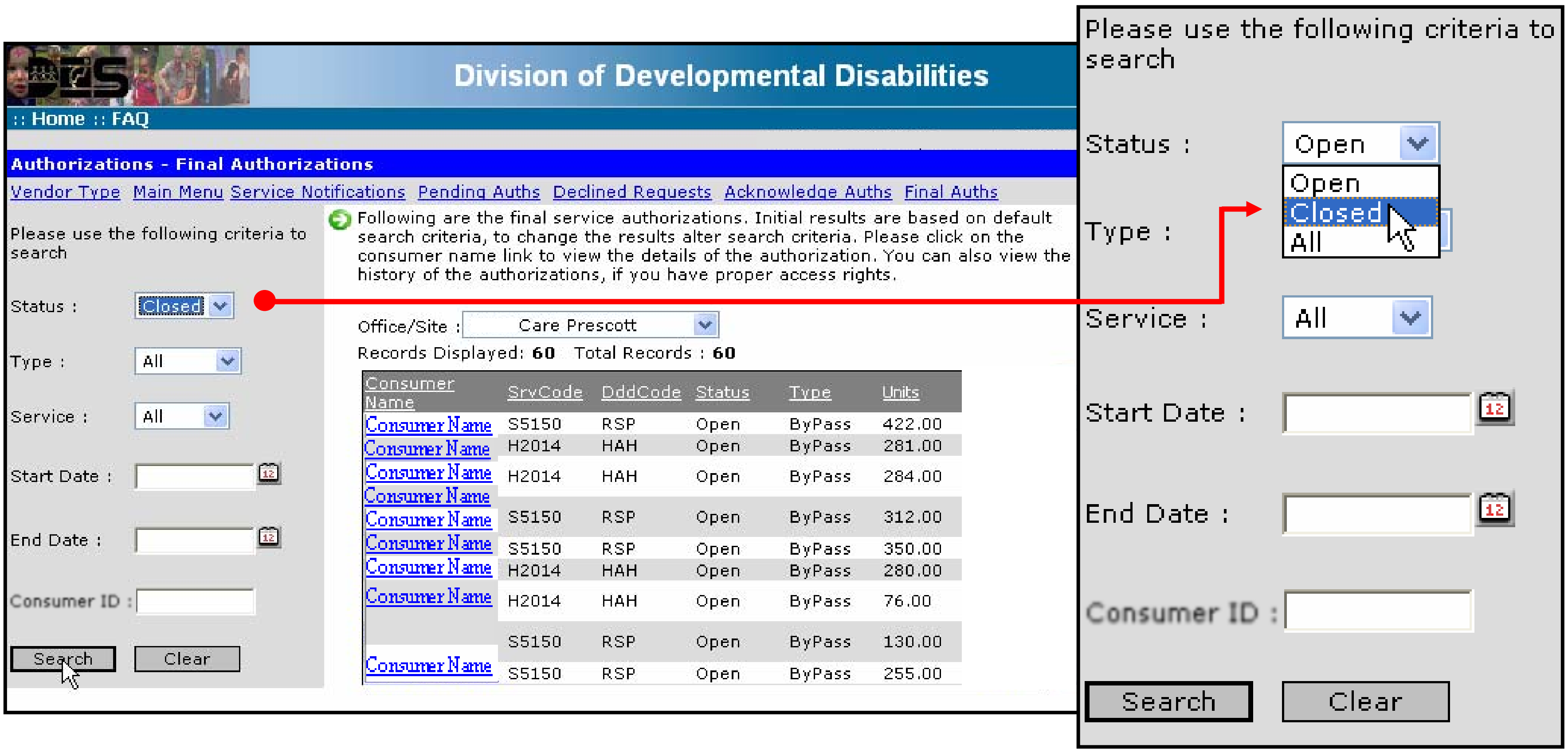
Viewing An Existing Vendor Account

Final Authorizations – Filtering Views –"Closed Authorizations"

When the service date of an authorization is a past date FOCUS automatically moves the authorization from an "Open" status to the "Closed" status. FOCUS will "Close" an authorization at the beginning of the last service day. As an example, we have an authorization with a service end date of 6/30/2006-- in this case FOCUS would close the auth at 12:00 AM on 6/30/2006.

Bills for services rendered are often submitted late; as long as they are properly formatted they are paid. A concern of many FOCUS users is the fact that FOCUS will close the authorization prior to the submission of a payment request. Should FOCUS close an Authorization on 6/30/06 at 12 am, it would not affect a Vendor's ability to successfully submit a payment request on 6/30/06 at 4pm or on a later date.

Remember! Once an authorization(s) is "Closed" the only way to see the authorization(s) is to Filter by "Closed" status.



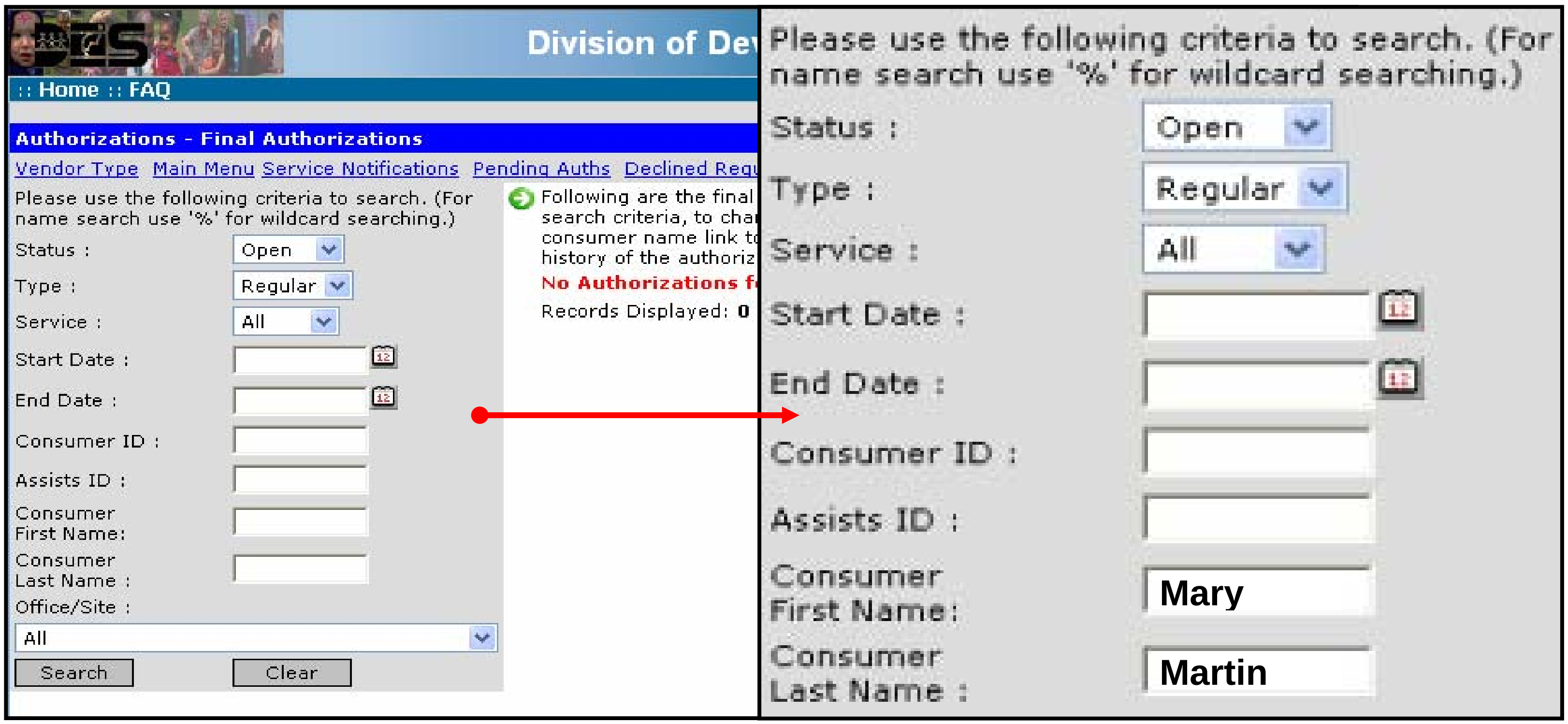
Viewing An Existing Vendor Account

Final Authorizations – Filtering Views – Start/End Date, Consumer/ASSISTS ID, First/Last Name

In addition to "Status", "Type" and "Service" the User may filter by Start/End Date, Consumer/ASSISTS ID and First/Last Name.

The User will choose the combination of values they wish to search. For example, RSP auths for Mary Martin that have a status of "Closed" or "ALL" auths between 4/01/06 through 6/30/06, etc.

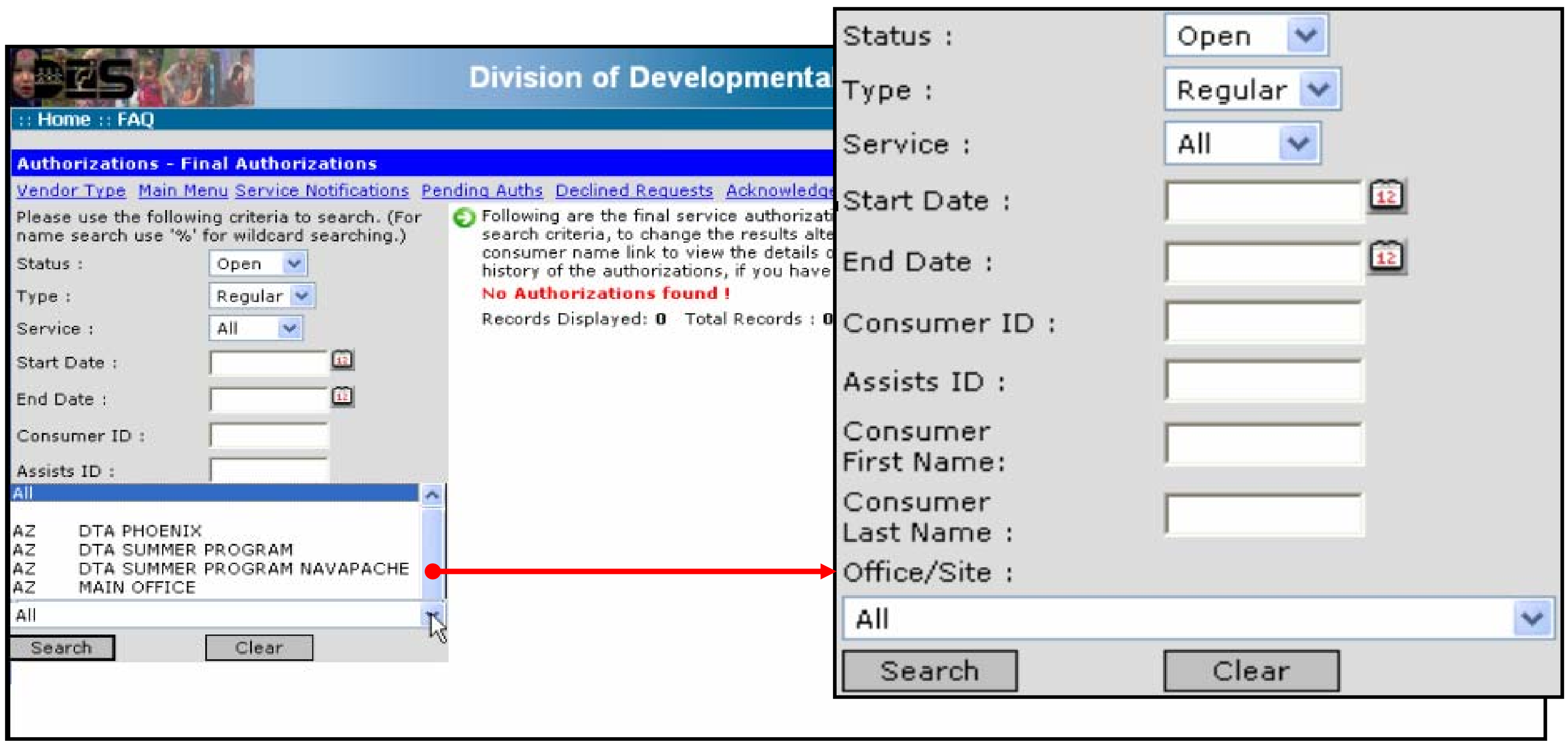
If the user chooses to use Consumer/ASSISTS ID for a search it is not necessary to use the Consumer Name as it may impede the search or return no records when records in fact exists i.e. ASSISTS ID 123456789 = Mari - Martin, however the search was for ASSISTS ID 123456789 and Mary - Martin. Since the first name is spelled incorrectly the data return would be NULL, which in this case is incorrect.



Final Authorizations – Filtering Views – Office/Site Locations

When a Vendor has many Office and Site Locations from which services can be delivered the Vendor will have two view options. One, a Vendor may choose which specific site to view from the drop down menu. Two, the Vendor may choose to see “All” Office and Site locations from the drop down menu.

It is a common issue for a Vendor to be unable to find an authorization for a specific Consumer. This error may occur because the Support Coordinator may have chosen an incorrect location during the “Auth” process or the Vendor is not viewing the correct site. This issue can be avoided if the Vendor will keep the “All” option from the drop down menu thus showing all possible locations simultaneously.

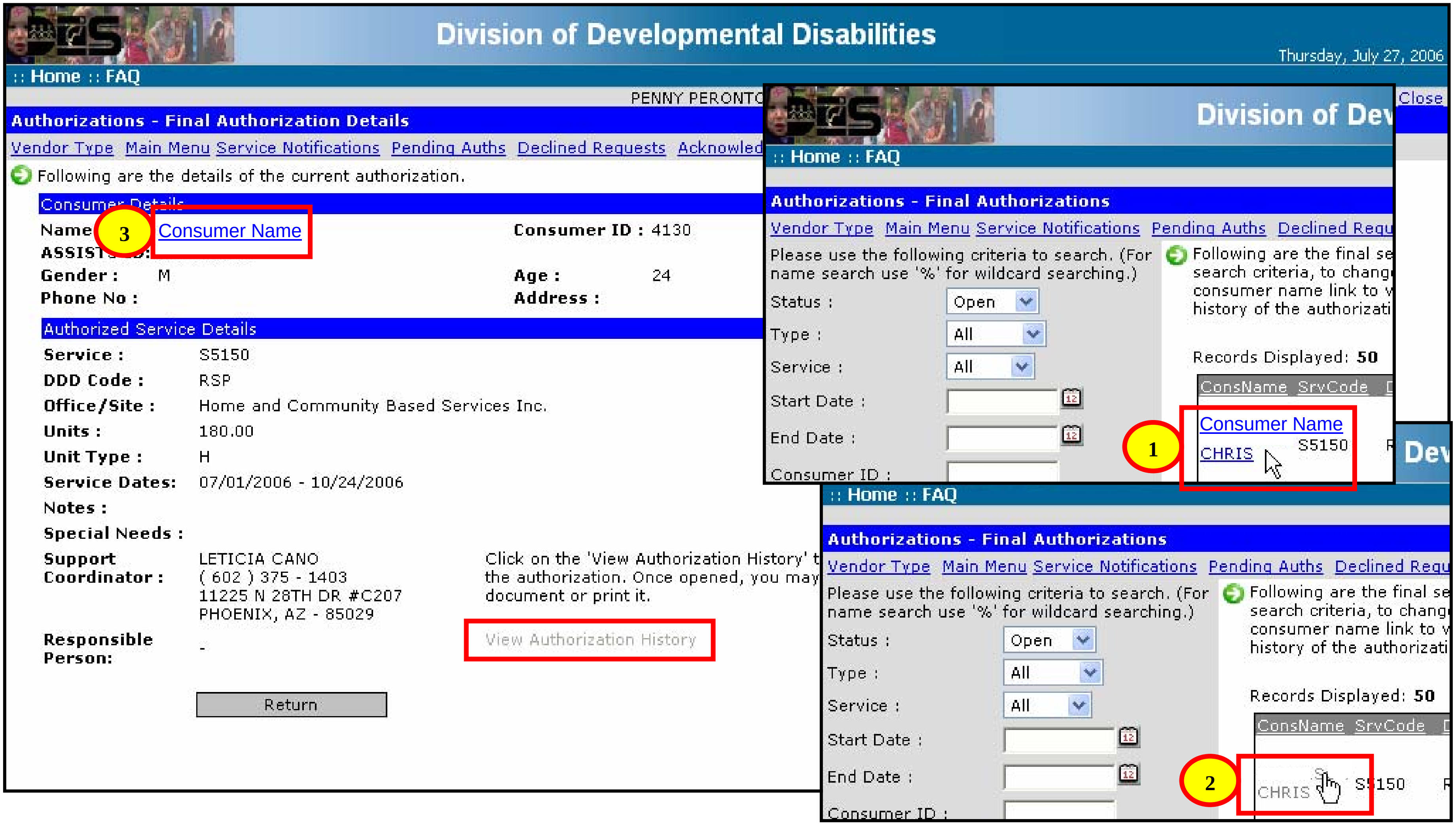


Viewing An Existing Vendor Account

Final Authorizations Details

The Vendor may view the details for their "Final Authorizations" by clicking the Consumer's Name hyperlink (See steps 1-3).

Note: Until further notice the "View Authorization History" link is on deferred status and is non-functional.



DDD

Technical Terms Glossary

Introduction to Basic Computer Terminology

Introduction

This appendix contains the basic computer terminology that the beginning computer User may find unfamiliar. The Division of Developmental Disabilities has produced this glossary of computer terminology to facilitate using the new FOCUS application for the beginning computer User.

This glossary is not a complete terminology guide nor is it intended to be; it does contain most if not all of the computer terminology necessary to successfully use the new FOCUS system.

Should you require more information about computer basics beyond what is provided in this manual please make use of the following excellent resources:

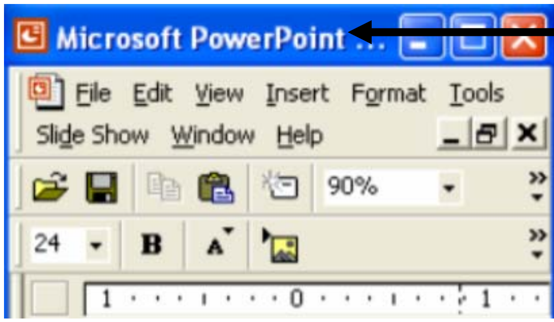
- DDD Helpdesk (602) 274-3050, Option #3
- DDD Statewide FOCUS Training
- Internet search
- Public Library
- Computer experienced co-workers

The DDD/MIS Educational Development & Training Team listed those computer terms that were qualified as most helpful. These concepts are expressed in ways that are clear as well as professionally meaningful. The DDD/MIS Educational Development & Training Team recognizes our professional contemporaries as a source of knowledge and applied experience; therefore we also welcome any comments and suggestions you may have for improvement of this FOCUS manual.
Please send your suggestions to: dddprodsupport@azdes.gov

Thank you

DDD Production Support

Active Window
The window whose title bar is highlighted (does not have a muted/grayed out color) means it is the currently used window.



Active Window, notice the rich color of the Title Bar.

Deactivated Window, notice the muted color of the Title Bar.

Application
Another word for a program such as (Word, PowerPoint, Excel, Internet Explorer, etc).

Boot
Starting your computer by turning on the power.

Browser (Internet Web Browser)
An application that lets you interactively search, view and manage information over the Internet. There are many browsers in use today - the most common are Microsoft's Internet Explorer and Netscape's Navigator


Click
The act of pushing down and releasing the right or left mouse button.

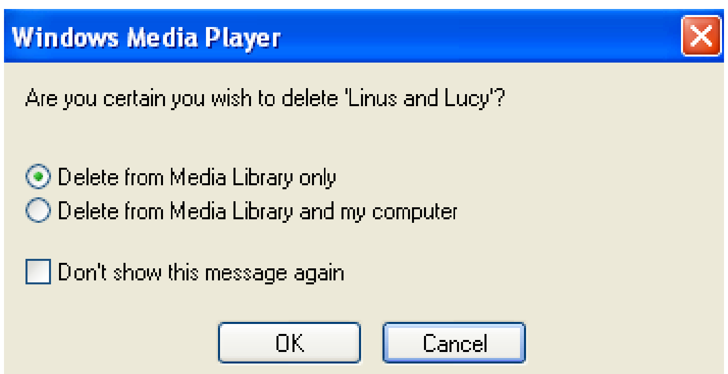
Close Button
The third (an "X") of 3 buttons located at the right end of the title bar that you click to close a window.

Database
An organized collection of information that can be on a computer or some other form such as a cookbook; a cookbook is a database of recipes. In FOCUS there are databases for Billing, Consumers, Vendors, Workers, etc.

Default
A specific setting that is assigned automatically in a computer program and remains in effect until changed by the User.
A good example is the first screen you see when you open any computer program. This “Splash Screen” or first screen is a program default… you get it automatically or by default.

Desktop
The opening screen in Windows that contains icons that allow you to do work; some of these icons are "My Computer", "My Documents", "Recycle Bin" and any custom icons you add to the desktop.

Dialog Box
A special kind of window that asks you a question or presents options that you can choose from.



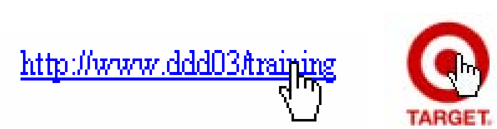
Document
Any data file you create with a program such as letters in the word processing program called Word ®, or colorful visual charts and other presentation information that you could create with PowerPoint®.

Double-Click
Pressing and releasing the left-mouse button two times in quick succession (without moving the mouse between clicks).

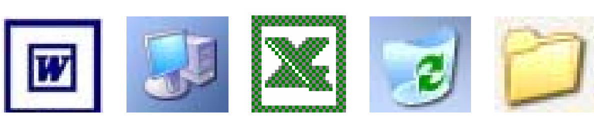
Drag/Roll (mouse)
Position the pointer ("white arrowhead") on an item, hold down the left button, slide/"roll" the pointer to a new location, and release the button.

Highlight
Selecting by double clicking or dragging with the mouse. Once selected, an item usually turns a different color or becomes outlined.
Un-highlighted **Highlighted**

Hyperlink
A connection or link between one source of information and another; hyperlinks can be text or images. You know you're over a hyperlink when you see the "White Hand". To "engage" or make the link work all you do is click (one time only) the link with the "White Hand" icon and off you go!



Icon
A graphic picture that represents a program, command, document, etc. (pictured below are the icons MS Word, "My Computer", MS Excel, "Recycle Bin" and a "File Folder").



Internet
The Internet (or "Net") is a worldwide system of computer networks (computers interconnected) – a network in which Users at any one computer can (if they have permission) obtain information from any other computer. For example, the Internet allows the worldwide exchange of electronic mail (e-mail).

Intranet
An Intranet is a **private** network that is contained within an organization. It may consist of many interlinked local area networks. The main purpose of an intranet is to share company information and computing resources among employees.

LAN
Abbreviation for Local Area Network, typically a network of computers within the same building such as our DDD Intranet.

Launch
To start a program, usually by clicking a program icon; you can Launch Word ® by single-clicking the icon on the taskbar or double clicking the icon on the desktop.

Maximize Button
The second of three buttons at the right end of the title bar, which enlarges the window to its greatest possible size.

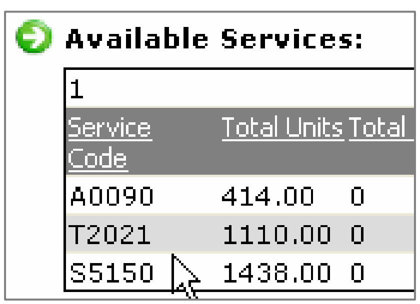
Minimize Button
The first of three buttons at the right end of the title bar, which reduces the size of the active window.

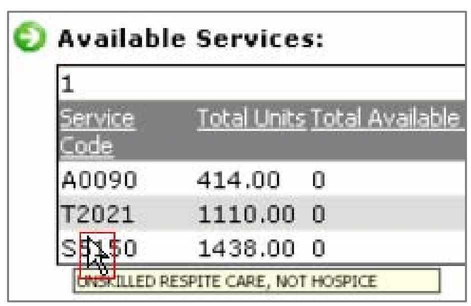
Monitor
A visual output device, similar to a television for your computer.

Mouse
Device that moves the onscreen pointer by spinning a rubber trackball or optical device.

Mouse-Over

A “Mouse-Over” is a visual cue, direction, or other data that might be ambiguous or unknown to the User. For example DDD service codes, you may not know that S5150 is Unskilled Respite, fortunately FOCUS utilizes the Mouse-Over. **The first picture** below shows no data banner because the mouse cursor (the arrowhead) is not positioned by the User over the code S5150. **The second picture** shows that the <u>User has positioned the mouse cursor over the code S5150</u>. This causes the Mouse-Over to deploy the yellow data banner that defines the S5150 code as “Unskilled Respite” for the User.





Online
Being connected, usually through a modem and phone line, to another network and/or computer.

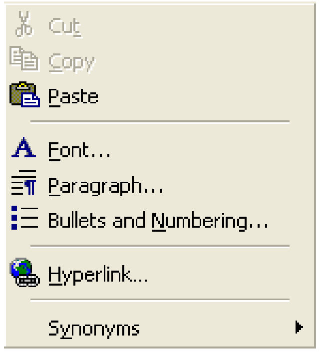
Operating System
Special software (like Microsoft's Windows) that runs when the computer is first turned on. This special software manages communication and interaction between your hardware and software.

Pointer
The arrow-shaped cursor on the screen that moves when you move the mouse.

Reboot
Computer terminology for restarting your computer.

Right-Click
Quickly press and release the right mouse button (some procedures like creating shortcuts will require that you hold down the button not just "click and release" to accomplish the task).

Right-Click Menu



An easy-to-use menu that opens when you right-click an object. Also called a "shortcut menu", "object menu" or "context menu." Depending what you have "Right Clicked" on you will see different menu options.   Execute the menu option by pointing to and clicking the left mouse button

Right-Drag
A mouse action in which you move the pointer on an item, hold down the right mouse button, drag the pointer to a new location, and release the right mouse button.
Save As
A command that opens a dialog box that permits you to save a new (unnamed) document or rename a previously saved document.

Screen Printing

1. While viewing the desired screen , click the "Print Screen" button (to the right of the F12 button).

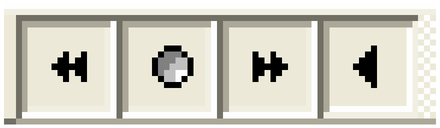
2. Open any program that supports graphics like Word, Paint, Power Point, etc. then paste-in the screen image.

3. There are many ways to paste; the most basic is from your "Menu Bar" select "Edit".

4. Now click the "Paste" option from the menu.

5. The image may now be saved on the computer or printed for the Consumers records.

Scroll Arrows
The arrows at each end of the scroll bar, used to scroll through the contents of the window.



Scroll Bar
A bar that appears at the right and/or bottom edge of a window whose contents are not completely visible; termed "horizontal" and "vertical" scroll bars.

Shortcut

An icon containing a direct route to a specific object (usually a program or document) that displays a small jump-arrow in the lower-left corner. You can create a shortcut to a File, Program, Folder etc. by holding down the "Right" mouse button and dragging a copy of the File, Program, Folder etc to a new location and selecting the "Create Shortcuts Here" option.

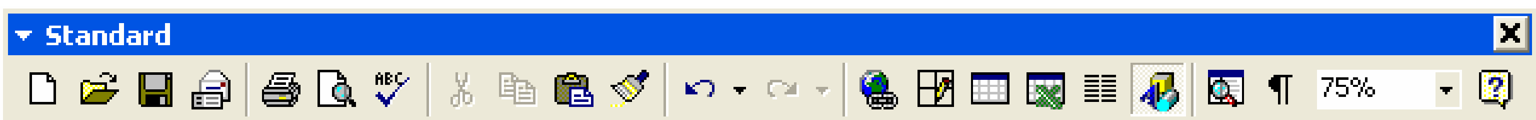
Start Button
The button at the left end of the taskbar that is labeled "Start." Clicking the Start button opens the Start menu. Use the Start menu to launch programs.

Status Bar
The bar at the bottom of a program just above the "Start Button"; it displays information about the program.

Taskbar
The bar on the bottom of the desktop that let you quickly start and switch between programs.

Title Bar
The horizontal bar at the top of a window that displays the window's name. The window's name is usually the name of the program running in the window.

Toolbar
A row of buttons that provide quick access to commonly used commands.



URL

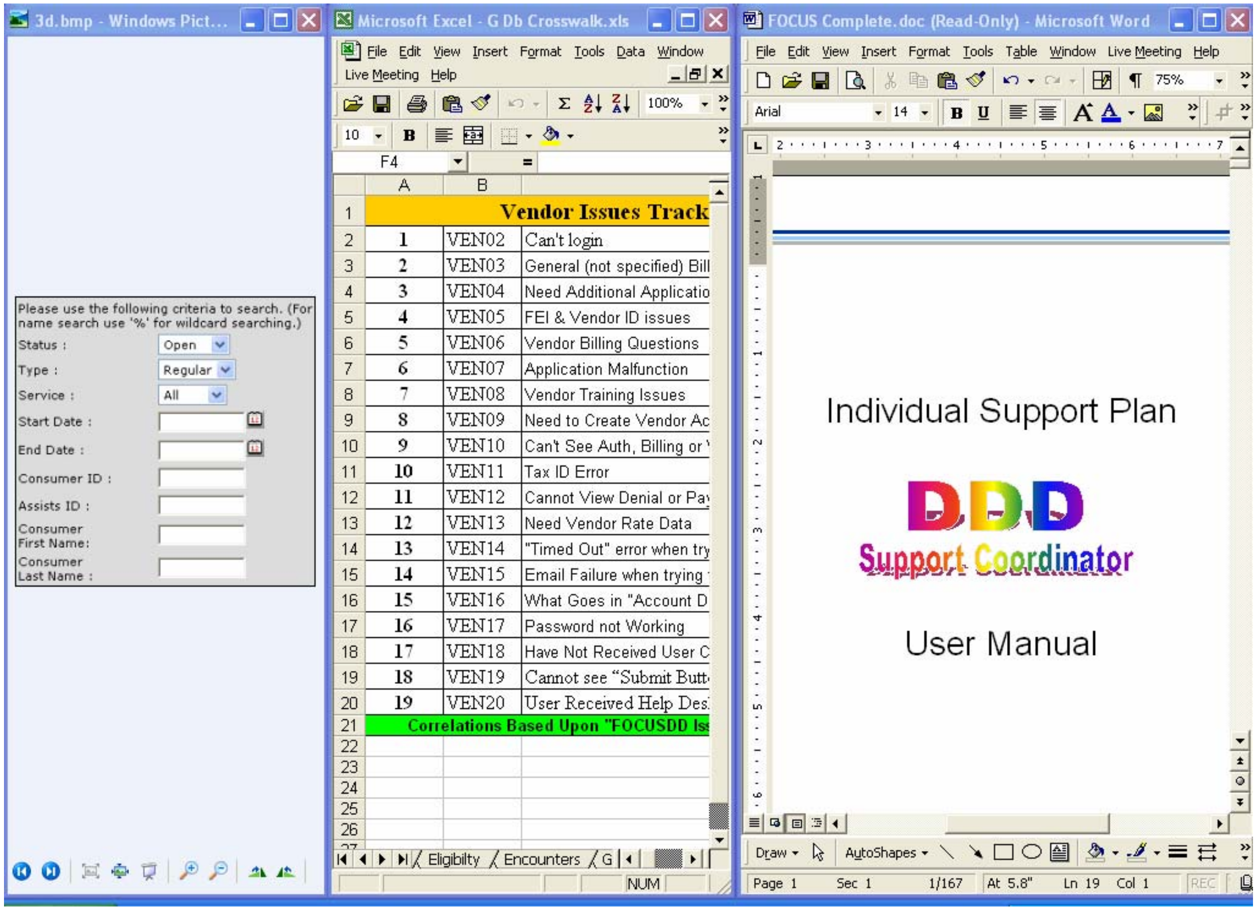
Uniform **R**esource **L**ocator, the agreed upon syntax for internet web site addresses that reveals the name of the server where the site's files are stored, the file's directory path, and its filename.

http://www.de.state.az.us/ddd/

http://www.target.com/gp/homepage.html/602-2890285-7331868

http://dddtrnweb01/focusdd/frm_login.aspx

Window
The rectangular work area (on the monitor screen) for a task, program, folder or document. Many windows may be opened simultaneously, in the example below MS Picture Viewer, MS Excel and MS Word are open on the same computer screen (three windows within one window).



World Wide Web (WWW)
A system for worldwide linking of multimedia that is completely independent of physical location. The Web is one part of the Internet, not the complete Internet.

